**Wednesday August 17, 2016**

<<< Several pics of the item, the area where it is cracked is not shown.>>>

David: No sure what this does for safety. But here you go

Me: Thanks. Whats your PayPal and I'll get you paid.

David: Sure. What's your name? david@threefdr.com

Me: Will McCoy, I'm guessing your name is David?

David: Yes. I'll look for your Paypal. I can ship Friday. That ok?

Me: Works for me! Give me one second.

David: K

Me: Is it david@thereefdr.com or david@threefdr.com?

David: Oh my bad. Thereefdr

Me: Got it. Do you know what percentage PayPal charges?So I can add it in.

David: It's 2.9% plus .30 cents or 3%. Got it

Me: Rock n roll. I PM'd you my address.

David: Can you send your address to my text too? Ok. Thanks. You beat me to it

Me: You bet. Thanks for the deal!

David: Use it well bud. Wish I could use it. It's an awesome sump Lmk how it looks when it arrives. I'll insure it. I'll send tracking info too

Me: I will going under a 48x48x12 frag tank linked to my DT. Thanks for insuring!!!

David: Nice. I bought two. A 36 and this. Then ordered the new Geo instead on this for my 260g reef.

<<< Pic of some fish tank >>>

David: My frag/grow out tank.

Me: Sweet! Holy cow David!!!

<<< Another pic of a fish tank >>>

David: My display. There's q few more tangs that you can't see.

Me: Do you run a business keeping reefs near Nashville?

David: 28 years this month in the hobby. I was, but not anymore. Just passed it on. Injured my back badly.

Me: Sorry to hear that. My tanks nothing to brag about, but I'm working on it.

David: Always glad to chat if you need some long term experience.

Me: I have only kept SW for a little more than five years (I think). FW a lot longer. Glad to have someone with know how. And I may take you up on that.

David: I started in FW. Still have some nice peacocks. I still qt fish for the business. Love that part. Great success rate.
These two have been with me for 7 years.

<<< Pic of fish >>>

David: 10" Achilles & 13" Blonde.

Me: Wow!!! Those are stunning. And long term success too.Nice work!

David: I've only lost 2 fish since I stated qt'ing in the last 11 years. Correction, 2 that didn't jump. Lol

Me: Haha... Yeah, my track record is a little blemished. But I'm working on it. My tang I have had for most of the time I've been into SW.

David: Listen, gotta run but we'll chat later. Night Will.

**Friday August 29, 2016**

David: Dropped the sump off. Not sure if it'll make cut off since I'm about an hour away from the pick up hub but Fedex tracking # is 777036427237. Lmk when you get it.

Me: Thanks David! I'll keep you posted ;)

**Tuesday August 24, 2016**

<<< Pics of cracked sump >>>

Me: Hey David, I rec'd today and opened with fedex there to ensure it was defect free. It does have a crack in it. I'll attach some pics. Please let me know if it was insured. Thanks!

David: Those morons craned cracked it. Yes, it's insured

Me: Great. The fedex guy inspected it too and is aware. Let me know what I need to do to start the process.

David: You'll need to report the claim. I'll follow up it when you have a claim number.

Me: I'm really sorry about the hassle but really glad it was insured. Ok I'll get that going.

David: Make sure you reference the Fedex guy. It was flawless when I left which is why I added the extra fragile labels. Sorry man but that is why I

ensure everything. For the record that does look repairable. Acrylic adhesive Weld-on 4 will seal it like it was never there. But it's yours now and you can fix it however you choose.
Me: Good to know, but I'll still follow up with Fedex. The sump will be visible on my new set up so I'd like it to look good too. You know how that goes.

David: I'm going to be out of the loop the next couple of days so if I don't respond immediately I'm not ignoring you. Just thought I'd give you a heads up.

Me: Ok bud.

David: FYI, I talk to my old FedEx rep and he may contact as well. If you have any other photos of different angle or anything else go ahead and send them to me.

Me: Hey David, what is your last name and address? It's asking me for those to start the claims process online. Sorry I went to work and just took the inside/outside pics I sent you still in box. Never mind your info is greed out. How much do I put for item cost and shipping cost? *greyed out...

David: If you want I can start it on my side. But for reference my last name is Rizkalla. The address I shipped from 1301 S. Perimeter Park Dr. Suite 100 Nashville, TN 37211 I don't remember what the cost was off the top of my head. I got a run for a little while but can you text me your last name again?

Me: Ok. We agreed on $650 for the sump plus shipping. New it is $714 plus shipping. McCoy. Thanks! Should I just put $50 for shipping and the replacement cost? Or what was paid between us? Last question, sorry!

David: I'm gonna have my friend my who does my books look into it. I think Shipping was about $70-80, Insured for $600

Me: Ok thanks!Case number is 0823636591.

David: Cool. I'll take it from here. There trying to get out of the claim because "he told us the material was glass or fiberglass." I explained it was made out of acrylic so if they call you you need to verify that you misunderstood so they can review it again. Simple discrepancy like that these semantics are reasons for not for them to deny the claim. Don't call them and that them call you. I'm working hard on this one for you

Me: Thanks David, sorry it was a checkbox that said fragile that looked the most relevant.

David: Is there a place for you to go in change or add notes to it, I would. If not don't worry

Me: I'll check, thanks

**Wednesday August 24, 2016**

David: Didn't hear back from you. Were there any other photos for FedEx claim?

Me: I sent more photos of the item and damage to Fedex. They have not contacted me back.

David: I told you to let us deal with it because our rep has rapport. You agreed. I didn't get anything.

Me: I called Fedex yesterday and they said that the claim had not even been assigned at that time. I'm allowing them a weeks time to address it and get back to me, if that doesn't happen I will take legal action. This is too much money to just walk away. There is even more damage at the front where the filter sick hang.

<<< Pic of other damage >>>

David: It's covered. Legal action against who? I have photos of it and would never sell anything compromised. The account is mine to deal with. If you don't trust I will fight for it in your behalf, just say so. That wasn't that way

Me: With Fedex. I have no beef with you. I have called them and they said the claim hasn't had time to be assigned yesterday and said I'll get feedback in 5-7 days.

David: We could get an answer in days. But if you wanna do it your way... Go ahead. You did report it wrong. I tried to fix it. But your call. I'm gonna let you do it your way.

Me: I don't understand what you mean by saying "my way". We both have a vested interest in Fedex doing the right thing. I'm doing all I can, and I trust you are as well, right?

David: If want to contact to them, I would only be in the way. Lmk how it goes. In sure they'll let us know. Don't let them push you around but anger won't get you far. Just be confident. Meantime you can still use it with acrylic adhesive I told you about. Good luck.

Me: Ok will do. I'm not angry David. I just want to make sure it gets resolved. I'll let you know what I find out. Take care.

David: Thanks. I work to stay out of the way of anything that lacks integrity. This is why anyone who's ever bought from me gets great stuff at a good/fair price.

Me: Hello Again David, I just spoke with Fedex again. They said that I need to get a shipping waiver from you. This is a sheet of paper with your name, address, the tracking number and a statement from you that you are relinquishing control of that tracking number. If you would shoot that over via email at William.a.mccoy@wellsfargo.com, I'd appreciate it!

David: I'm not in control of it. The executive center where my business used to be is and this is why they told me that would handle it. I'll ask but the account is mixed with 90 other companies. I doubt they will be able to separate it. I'll ask, but keep expectations low. Just curious why they want this?

Me: That is a problem. Again, not angry at all - just protecting my interests. Fedex stated that they would not communicate the results of the

review with anyone but the shipper, and would issue payment to the shipper. If you are not the shipper and they aren't able to isolate this tracking number then I have very slim hopes indeed of ever getting a resolution.

David: Exactly. I instructed the refund to go directly to you. I cannot change that. I understand you have trust concerns. But doing this would keep the company from inquiring at all. This is fine if they agree but it also removes all liability from the the shipper and account holder. This means if they have already approved your payment we could get it to you in the day we receive it. If not you would be completely on your own. There would be no coverage from FedEx any further than your claim goes. This is over my head I have passed it on to the manager of the facility. Good luck man

Me: I'll follow up with Fedex again in a week.

David: Did they approve the claim?

Me: No they haven't started it yet.

David: It's your call. But you may burn a bridge there bud. That's what the administrator said to me. I hope you can learn to trust someone in the industry at some point. Good luck

Me: David, I don't know you. Also, you said I screwed up the claim, however Fedex hasn't even started processing it. This is more money than my wife and I can walk away from. You have culpability in this as much if not more than I do. If it isn't resolved by Wednesday I'll file through PayPal and if that doesn't work I'll go through my credit card. I'll send the damaged item back to you and you can fix it. Again, not angry, just letting you know that I understand my rights as a consumer. This is not personal, this was a business deal that went sour.

David: You received an item damaged by the ship or not by me. Threatening me as a no wise move. I have a different claim number which is why you didn't see what was happening. I wasn't given the claim number because it is with the office I have no culpability because I am not the account holder. Soon you will be by your own request. This is not personal however I don't take kindly to threats. You can file whatever you would like with PayPal I have photos of everything prior to shipping in perfect condition. That being said I will no longer be in communication since you have opened this form of discussion. I operated in good faith and did nothing to provoke you. Your beef is with FedEx I suggest you take it up with them.

Me: Ok. I'm on it thanks for your time.

David: I have an attorney on retainer at Pillsbury Winthrop Shaw, PLLC if you have any further questions.

Me: I am an attorney....

David: Then you now know you have no reason to contact me. I would ask that you take control of the FedEx claim and no longer communicate while you understand your frustration has nothing to do with me. You know I did nothing wrong in your heart but you are frustrated...I understand. However, IF you claim something that is not true I will make sure Reef2Reef is well aware of your behavior. Again I'm now represented by my attorneys and I'm done

communicating unless you are letting me know you are apologizing for the accusations you may be thinking of. I wish you the best of luck with The shipping damage to the item you bought. I will block any response.