

**From:** [GinA <peacivist@peacivist.org>](mailto:GinA@peacivist.org)  
**To:** ['info@kempcoho.com'](mailto:'info@kempcoho.com')  
**Date:** 1/13/2014 5:36:26 PM  
**Subject:** FW: KempCo Order Shipped! IMPORTANT Installation Manual information within this email!! Please read!

Thank you for shipping this item, but please tell me it is NOT coming to Maine ....

The customer's address is not reflected anywhere on this invoice and I'm concerned the replacement part will be shipped to Maine causing me to ship it again to my customer.

The package should have been shipped to the following address:

Karen Carver  
 4498 Walnut Creek Rd  
 Scottsville KY 42164-9741  
 United States

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**From:** shipnotice@auctane.net [mailto:shipnotice@auctane.net]  
**Sent:** Monday, January 13, 2014 5:31 PM  
**To:** peacivist@peacivist.org  
**Subject:** KempCo Order Shipped! IMPORTANT Installation Manual information within this email!! Please read!

Hello MAINE TENANTS JUSTICE LEAGUE ([peacivist@peacivist.org](mailto:peacivist@peacivist.org) ),

We wanted to let you know that your order has been processed and shipped.

For your convenience, here is your tracking information and order details of our transaction:

<b>Ship Date:</b>	01/13/2014
<b>Date Paid:</b>	01/12/2014
<b>Shipping Method:</b>	USPS First Class Mail
<b>Shipping Label Number:</b>	<a href="#">9400111899560761555938</a>
<b>Shipping Address:</b>	MAINE TENANTS JUSTICE LEAGUE MAINE TENANTS JUSTICE LEAGUE 41 LAMBERT AVE AUGUSTA, ME 04330-0221

**Items Shipped:**

Item ID	Title	Quantity
8RU070909F406260H		1

**IMPORTANT -- PLEASE NOTE:**

**FOR ALL SYSTEM AND KIT PURCHASES, YOU WILL FIND THE INSTALLATION MANUALS ON OUR WEBSITE.**

<https://www.kempcoho.com/Articles.asp?ID=256>

Click on the above link or you may need to copy to your address bar. This special page will give you full access to all of our Installation Manuals, Templates and Documents pages, which are linked through our dropbox.com server. All are available in pdf format for immediate download. If you have any questions, or need assistance, please do not hesitate to contact us.

**Thank you for choosing KempCo Specialties!**

## Shipping Times:

### Domestic:

The following general shipping times apply based on shipping type:

- Parcel Post (7-10 days)
- First Class Mail (2-5 days)
- Priority Mail (2-3 days)

### International Customers, please note:

First class international packages have insurance included in the shipping cost. USPS First Class International Mail service is not track-able online. Average shipping time is 7-14 business days depending on location. USPS Priority International Mail service has an average shipping time of 6-10 business days depending on location. And Express International Mail service is 3-5 business days.

We have found that with First Class International Mail, the delivery time can vary by country. Some have taken up to 30 days. Once a package reaches your country, it will generally go into the Customs Office and it is not always scanned in by Customs personnel to show the tracking. Please realize that when shipping First Class mail service from the USA to other countries that it is not possible to know exactly the how, where, what and why of that package. It is a circumstance that is out of our control. In some countries this takes them some time to complete the processing due to their procedures and policies. **So, the best way to help expedite the delivery is for you to contact the Customs Office nearest you and make an inquiry.** Also, your Post Office could be contacted as well. You will want to give them shipping details, like names, to and from addresses, as well as package contents, value, etc. All of this information can be found in the order details page from our eBay transaction. Making the inquiry has proven to be the best way to expedite delivery. I realize this is frustrating and that you just wish to have your item. Thank you for your patience and understanding.