

ZHAOYING FENG: cannot use the promotion

Oscar: Welcome to Saks Fifth Avenue, my name is Oscar.

ZHAOYING FENG: Hello this is Zhaoying

ZHAOYING FENG: I cannot use the promotion shopsf

Oscar: I'm really sorry to hear that your promotional code is not working but, I will be glad to help you.

Oscar: What error message are you getting?

ZHAOYING FENG: it says I already used it

ZHAOYING FENG: but I canceled the previous order

Oscar: May I have your email address?

ZHAOYING FENG: Because I selected the wrong items

Oscar: May I have your canceled order?

ZHAOYING FENG: 109071970

Oscar: Thank you.

ZHAOYING FENG: 845700209@qq.com

Oscar: Thank you.

Oscar: I can place your order via chat and apply your promo code.

ZHAOYING FENG: Okay

ZHAOYING FENG: Can I apply gift card on it?

Oscar: You have 8 items under your account, is that your order?

ZHAOYING FENG: I also have some problem on gif cards.

ZHAOYING FENG: Yes

ZHAOYING FENG: it automatically takes my highest value gift card

ZHAOYING FENG: But I want to used up the other gift cards first.

Oscar: May I have all the gift cards that you want to use?

ZHAOYING FENG: Sure

ZHAOYING FENG: Can I also add the FREESHIP promotion?

Oscar: Sure no problem.

ZHAOYING FENG: Sorry, I cannot do it via this way, I have to purchase it by myself.

otherwise, I'll loose the rewards point from the other website

ZHAOYING FENG: I probably need to create another account

Oscar: Place the order without the code, provide us the order number and we will refund your discount.

ZHAOYING FENG: Ok,I'm going to use a gift card, will the refund goes back to my gift card?

Oscar: If the full amount is paid with a gift card the refund will be processed through a new gift card.

ZHAOYING FENG: I cannot make it charge my \$50 gift card first

ZHAOYING FENG: it charges \$300 first

ZHAOYING FENG: But \$50 gonna expire really soon

ZHAOYING FENG: Do you know a good way to avoid it?

Oscar: I am sorry but if one of your cards covers the entire purchase only that gift card will be charged.

Oscar: I have not heard from you in a while. If you need further assistance, please let me know. I will continue to stand by.

ZHAOYING FENG: I'm making the purchase now

ZHAOYING FENG: One item in my cart sold out

ZHAOYING FENG: so has to change to something else

Oscar: You can provide us your order number when you have it.

ZHAOYING FENG: 109075903

ZHAOYING FENG: This is the new order number

Oscar: Very good, I will apply your promo code and after gets processed you will get a new gift card in 2-3 weeks.

ZHAOYING FENG: Thank you, will it send to my email?

ZHAOYING FENG: Just making sure it's a \$100 gift card right?

Oscar: You are right, it will be \$100.00.

Oscar: This transaction does not generate an email but your order has been documented with our conversation.

Oscar: You can check it's status anytime by providing your order number.

ZHAOYING FENG: Okay, thank you for your help