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RE: Rebate Status Inquiry - Offer #11027-28

From: rebates@xgbox.com
Sent: Mon 2/11/08 9:36 AM
To: Peter Ung

Dear Peter,

Since the last communication, the checks still haven't been printed. The turnaround follow-up time from accounting is a few weeks. This inquiry has been forwarded to the proper department. Thanks for waiting!

Best Regards,

Rebate Department

Fax: (626) 581-2253

Email: rebates@xgbox.com

----- Original Message -----

Subject: RE: Rebate Status Inquiry - Offer #11027-28

From: Peter Ung

Date: Fri, February 08, 2008 2:11 pm

To: <rebates@xgbox.com>

It's been over a month. Where's my rebate?

- Peter

Date: Mon, 17 Dec 2007 11:06:29 -0700
From: rebates@xgbox.com
Subject: RE: Rebate Status Inquiry - Offer #11027-28
To: Peter Ung

Dear Peter,

Due to the high volume of rebate requests we are still currently handling, you can still expect to wait an additional month for the rebate checks on offers #11027 & #11028 each for \$19 to be mailed. I will let the rebate manager know that this is your second follow up attempt on this matter. The reason for this delay is in part due to the company we were outsourcing the rebates to. Please rest assured that we've taken the rebate duties back to in-house. We are currently taking the steps to process these rebates. We kindly appreciate your patience.

Best Regards,

Rebate Department

Fax: (626) 581-2253

Email: rebates@xgbox.com

----- Original Message -----

Subject: RE: Rebate Status Inquiry - Offer #11027-28

From: Peter Ung

Date: Fri, December 14, 2007 5:27 pm

To: <rebates@xgbox.com>

It has now been over two months since your last email contact with me, and I have still yet to receive my rebate checks?

What is the delay this time?

- Peter

Date: Wed, 3 Oct 2007 12:38:57 -0700
From: rebates@xgbox.com
Subject: RE: Rebate Status Inquiry - Offer #11027-28
To: Peter Ung

Dear Peter,

We received your mailings on 06/12/2007 and they both have been qualified. Due to the high volume of rebates we are currently handling, please allow an additional 6 weeks allotted time for your checks to be mailed. We kindly appreciate your patience.

Best Regards,

Rebate Department
Tel: (626) 581-9038
Email: rebates@xgbox.com
----- Original Message -----

From: Peter Ung
Date: Mon, October 01, 2007 9:33 pm
To: <rebates@xgbox.com>

It's been nearly a month since I've heard from you guys (even though I was promised a response by the week ending in Sept. 15). What is going on with my rebates?

- Peter

Date: Fri, 7 Sep 2007 08:24:43 -0700
From: rebates@xgbox.com
Subject: RE: Rebate Status Inquiry - Offer #11027-28
To: Peter Ung

Dear Peter,

We apologize for the continued delay due to a large volume of rebates we are currently handling. The rebate offers #11027 & #11028 will be processed by no later than the end of next week. As stated previously, you will receive a system generated email confirming the status.

Best Regards,

Rebate Department
Tel: (626) 581-9038
Email: rebates@xgbox.com

----- Original Message -----
Subject: RE: Rebate Status Inquiry - Offer #11027-28
From: Peter Ung
Date: Thu, September 06, 2007 3:31 pm
To: <rebates@xgbox.com>

Ok, it has now been twelve weeks after the promo period ended (5/29-6/5), and I still have not yet received any update regarding my rebate status.

Your rebate forms clearly state "Process time will be 12 weeks after promotion period ended." So what is with the delay?

- Peter

Date: Tue, 21 Aug 2007 14:12:42 -0700
From: rebates@xgbox.com
Subject: RE: Rebate Status Inquiry - Offer #11027-28
To: Peter Ung

Dear Peter,

I'm unable to provide you with any sort of confirmation at this point, since the rebates haven't even been processed. Upon entry, you will receive a system generated email confirming the status.

Best Regards,

Rebate Department
Tel: (626) 581-9038
Email: rebates@xgbox.com

----- Original Message -----
Subject: RE: Rebate Status Inquiry - Offer #?????
From: Peter Ung
Date: Mon, August 20, 2007 1:46 pm
To: <rebates@xgbox.com>

The rebate offer IDs are 11027 and 11028.

Thanks,

- Peter

Date: Fri, 17 Aug 2007 08:28:37 -0700
From: rebates@xgbox.com
Subject: RE: Rebate Status Inquiry - Offer #?????
To: Peter Ung

Dear Peter,

What are the rebate offers that you are writing in regards to? It should be a 4 or 5-digit number. Thank You.

Best Regards,

Rebate Department
Tel: (626) 581-9038
Email: rebates@xgbox.com