

From: Howard, Kristina
To: 'perrin@garlic.com'perrin@garlic.com
Date: 5/9/2013 9:54:33 AM
Subject: RE: Package was x-rayed

Hi Perrin,

Yes, we were absolutely heartbroken. They were beautiful tissues and to lose them like that was awful. I already spoke with FedEx and indicated that damage occurred was due to their employee and they said all you need to do is file a claim with them for the price of the items shipped, and of course reimbursement of the shipping costs. Since it is not my FedEx account, they would not accept the claim from me. I did provide all the information needed to document what happened. And we have the FedEx person on video recording showing them putting it on the belt. So it was a problem of not reading the large labels on the box. I will be speaking to the manager of the facility to try to make sure it doesn't happen again. Please have accounting let me know if they have a problem filing the claim with FedEx as I recognize that ABR did nothing wrong - this one is all on FedEx.

Thank you,
Kristina

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

From: perrin@garlic.com [mailto:perrin@garlic.com]
Sent: Thursday, May 09, 2013 9:43 AM
To: Howard, Kristina
Cc: perrin@garlic.com
Subject: Re: Package was x-rayed

Hi Kristina,

DAMN...they were wonderful tissues. I procured them!

I'm training a new tech in Minneapolis and I told her how important it is to put the DO NOT X-RAY stickers on the package. Of course if you have an IMBECILE on the FedEx side....but then, now it's a moot point.

Please send me any photos you can showing the package going through the x-ray etc. I'll see what we can do on our end, although since ABR did everything we should have done and it was a FedEx problem on your end, we usually have to charge the researcher for the tissue. I'll have the accounting department get in touch with you if we're not able to get reimbursement from FedEx.

Perrin

> Hi Perrin,

>

> Our package was x-rayed and the tissues could not be used. I filed a

> complaint with FedEx, and they should reimburse you the cost of tissues
> and shipping since they were damaged as a result of their actions. The
> FedEx delivery person was the one who put it on the belt to be x-rayed.
> If you need documentation of this, I may be able to get a picture of the
> video showing the FedEx delivery person putting it through the x-ray
> machine. There were two "do not x-ray" stickers on the box, but she
> apparently did not notice them until she delivered the box and I pointed
> them out to her. Do you need a photo of the box?

>

> Given this loss, and that we have several batches of mice that must be
> made asap, I would like to amend our current tissue request to:

>

> Week of May 13 - delivery either Wed, Thurs, or Friday

> Week of May 20 - delivery either Wed, Thurs, or Friday

> Week of May 27 - delivery either Wed, Thurs or Friday

>

>

> Thank you,

> Kristina

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From: Howard, Kristina
To: perrin@garlic.com <perrin@garlic.com>
Date: 5/9/2013 9:01:09 AM
Subject: Package was xrayed

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Kristina