Page 0997

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c); (b)(6)

Page 0998

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(b)(3):CPSA Section 25(c); (b)(6)

Page 0999

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(b)(3):CPSA Section 25(c); (b)(6)

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(b)(3):CPSA Section 25(c); (b)(6)

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(b)(3):CPSA Section 25(c); (b)(6)

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(b)(3):CPSA Section 25(c); (b)(6)

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(b)(3):CPSA Section 25(c); (b)(6)

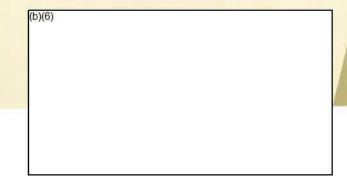
Page 1014 Withheld pursuant to exemption

(b)(3):CPSA Section 25(c); (b)(6)

Page 1015

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c); (b)(6)



August 27, 2019

## VIA CERTIFIED MAIL

Sunbeam Products, Inc. CSC Lawyers Incorporating Service 2381 Executive Center Drive Boca Raton, FL 33431

Re:

Our Client:

(b)(6)

Date of Injury:

July 18, 2019

Our File Number:

354113

## Dear Sir/Madam:

Please be advised that (b)(6) has retained our firm to represent them in regard to injuries they sustained on July 18, 2019, that involved the explosion of a Pressure Cooker manufactured by Crock-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

# Sincerely,

)(6)				
b)(6)		Esq		Ī
cc:	(b)(6)		_	2

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(b)(6)		
B1-3rd	Boca Raton, FL 33431	
BLDG - 13	CSC Lawyers Incorporating Service 2381 Executive Center Drive	
3 rd. floor	Sunbeara Products, inc.	
LEGAL CORP	(b)(6)	
(p)(e)  Priority: Premium		
61/70/60		





(b)(6)				
March 6,	2020			
Sent Via U.S. Certified Mail Sunbeam Products 2381 Executive Center Dr. Boca Raton, FL 33431	RECE			
Re: October 9, 2019 Incident	112.7° t			
To Whom It May Concern:				
Our office represents (b)(6) (minor) for personal injuries sustained as a result of an October 9, 2019 Pressure Cooker incident in which our client was burned about the face, neck and chest area from your defective Pressure Cooker. We believe you have an insurance policy that is responsible for compensating our client for related injuries. Please immediately provide this letter to your insurance company so that we can further discuss this matter with them.				
If you do not have any insurance policies, p immediately.	please notify us by contacting our office			
(b)(6)				
cc: (b)(6) Esq. (via e-mail)				
6)				

(b)(6)

Page 1021 of 2182

From: Williamson, Staci A.

Sent: Tuesday, March 10, 2020 2:16 PM

**To:** (b)(6)

**Cc:** (b)(6) ; Enderle, Sarah T.; (b)(6)

 Subject:
 (b)(6) v. SPI

 Attachments:
 1164\_001.pdf

Dear (b)(6) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding this incident:

DOB: (This is required for MMSEA reporting purposes)

Name of (b)(6) parents:

SSN for (b)(6) parents: (Required for MMSEA reporting)

Address:

Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)

Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.

Place of Purchase:

Date of Purchase:

Accident Description: What was being made, ingredients used, how full was pot, what setting, how long, etc. How many times had the product been used prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and best regards, Staci

Staci A. Williamson, Esq. | Partner
DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

(b)(6)	
From: Sent: To: Cc: Subject: Attachments:	(b)(6)  Wednesday, May 1, 2019 3:21 PM  Williamson, Staci A.  Enderle, Sarah T.  RE: (b)(6) v. Sunbeam Products, Inc.  Crock pot receipt.pdf; CrockBurns1.JPG; CrockCracked.JPG
Staci,	
	of everything you requested. You may not have received the attachments to my prior email, rchase, so I will attach them again. Thank you for your prompt response, and I look forward to
From: Williamson, Staci A	1. (b)(6)
Sent: Wednesday, May 0	1, 2019 4:10 PM
To: (b)(6) Cc: Enderle, Sarah T.	
Subject: (b)(6)	v. Sunbeam Products, Inc.
	e advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please ndence to my attention. At your convenience, can you please provide the following information the product, and the incident:
DOB: (This is required for SSN: (Required for MMSE	MMSEA reporting purposes) EA reporting)
Address:	act: Please provide any photos of the product, including model number and date code
(discussed below)	
: : : : : : : : : : : : : : : : : : :	e: This will be a series of letters and numbers stamped on the metal prong of the product's plug ar photo for you reference.
Date of Purchase:	set was Ma (b)(6)
Accident Description: Wh How many times had he	making, ingredients used, how full was pot, what setting, how long, etc. used product prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim?

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and best regards, Staci

# Staci A. Williamson, Esq. | Partner

(b)(6)

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

DIRECT 312.572.8412 | Ext. 8412 | FAX 312.572.8401 | MOBILE (b)(6)

Please send mail to: PO Box 957, Buffalo, NY 14201

vCard | www.goldbergsegalla.com



New York | Illinois | Florida | California | Maryland | Missouri North Carolina | Pennsylvania | New Jersey | Connecticut | United Kingdom









Privileged attorney-client communication / attorney's work product. This email message and any attachments are confidential. If you are not the intended recipient, please immediately reply to the sender and delete the message from your email system.

(b)(6)From: Williamson, Staci A. Tuesday, May 7, 2019 2:41 PM Sent: (b)(6)To: Cc: (b)(6)Enderle, Sarah T. Subject: RE: (b)(6) v Sunbeam Products, Inc. (Part 2) - additional photographs My paralegal will contact you to obtain the SSN. Thank you, (b)(6) Staci A. Williamson Partner | DIRECT 312.572.8412 | Ext. 8412 MOBILE (b)(6) 222 West Adams Street, Suite 2250 | Chicago, II 60606-5312 From: (b)(6) Sent: Tuesday, May 7, 2019 1:21 PM To: Williamson, Staci A. Cc: (b)(6) ; Angela Scott Subject: RE: (b)(6) v Sunbeam Products, Inc. (Part 2) - additional photographs (b)(6)FRP(b)(6) From: (b)(6) Sent: Tuesday, May 07, 2019 2:20 PM

Good afternoon Mr. Williamson!

To: swilliamson@goldbergsegalla.com

Cc: (b)(6)

Subject: (b)(6)

Pursuant to your email of May 1st, attached are several photographs of the crockpot in question. These photographs were taken today. I may have to send in batches.

v Sunbeam Products, Inc. (Part 1)

The second batch of photographs were taken by our client. They include her injuries as well as of the crockpot.

Finally, here is additional information you requested:

Name: (b)(6)
DOB: (b)(6)
SS#: Will provide verbally
Address: (b)(6)
Place of purchase: Home Depot, 1825 Norman Drive, Valdosta, Georgia 31601
Date of purchase: 9/3/18
Accident description: Mrs. (b)(6) was making chicken soup. It had been going for about an hour The pot was sitting on the counter next to the sink. She was washing dishes when she heard a "crack" and before she could step out of the way, the lid came open and the food inside flew out onto her, burning her stomach. The setting was on soup and the food in the pot was not to the full line. The following ingredients were in the pot: water, chicken thighs, salt, pepper, potatoes, carrots, tomatoes, cilantro.
Prior problems / # if times used prior to accident? 2-3 times prior, with no problems
Injuries: Burns on stomach area
Treatment: She did seek treatment with a plastic surgeon. Those records have been ordered and will be provided upon receipt.
Let me know if we overlooked anything to where additional photographs are needed.
Thanks as always!
(b)(6) FRP (b)(6)





# More saving. More doing.™

1825 NORMAN DRIVE VALDOSTA, GA 31601 (229)293-9008

0140 00059 58582 09/03/18 07:09 PM SELF CHECK OUT

048894066917 SC COMBO <A> CROCK-POT COMBO COOKER 3069.00

3@69.00 207.00 Not Responsive 61.95

(b)(6)			
18			

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 11 365 09/03/2019

## DID WE NAIL IT?

Take a short survey for a chance TO WIN A \$5,000 HOME DEPOT GIFT CARD

Opine en español

www.homedepot.com/survey

(b)(6)

Entries must be completed within 14 days of purchase. Entrants must be 18 or older to enter. See complete rules on website. No purchase necessary.











## A AVERTISSEMENT

Les aliments renversés peuvent causer des brûlures graves.
Garder l'appareil et le cordon hors de la portée des enfants.

### NE JAMAIS:

- Laisser pendre le cordon au bord du comptoir.
- Utiliser une prise sous le comptoir.
   Employer une rallonge.

PN:188065

# A WARNING

Spilled food can cause serious burns.

Keep appliance & cord away from children.

### NEVER:

- · Drape cord over edge of
- · Use outlet below counter.
  - · Use extension cord.

PN-188065

MEAT / STEW

### CROCK-POT

POULTRY

BEANS /

DESSERT

RICE / RISOTTO

\_

+

SOUP

YOGURT

HÍGH

HIGH -

PRESSURE ADJUST LOW

LOW

MULTIGRAIN

SLOW

TEMP

**ADJUST** 

BROWN /

STEAM

START

DELAY

KEEP









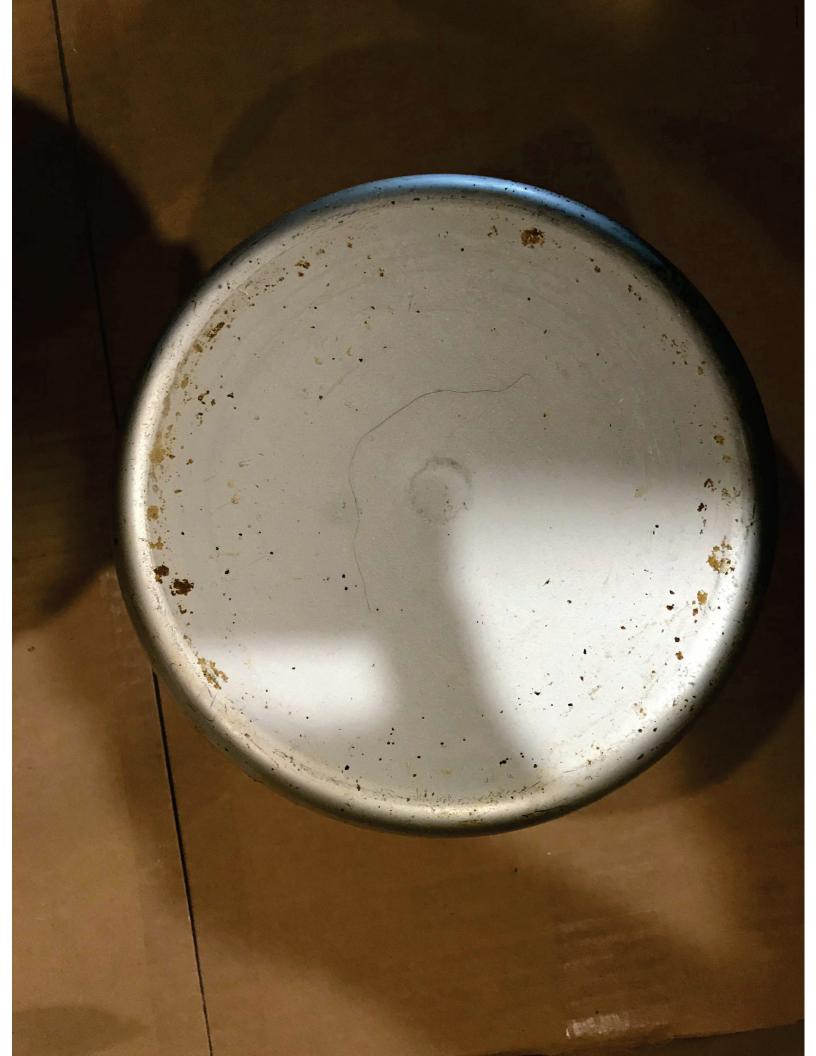
















## CROCK-POT

Pressure Cooker
Sunbeam Products, Inc.
Boca Raton, FL 33431
Model: SCCPPC600-V1
120V~ 60Hz 1000W

**LISTED** E189458 FOR HOUSEHOLD USE ONLY
DO NOT IMMERSE IN ANY LIQUIDS
MADE IN CHINA
MADE IN CHINA

CAUTION

TO REDUCE THE RISK

OF ELECTRICAL SHOCK,

COOK ONLY IN

CO

po 00 si managan di retiremation Aust 10 n		

D. A. Barre

## CROCK-POT

Pressure Cooker Sunbeam Products, Inc. Boca Raton, FL 33431 Model: SCCPPC600-V1 120V~ 60Hz 1000W

FOR HOUSEHOLD USE ONLY
MADE IN CHINA
PN 193289





sp tods fined permetria complan. The freedom of information Act		

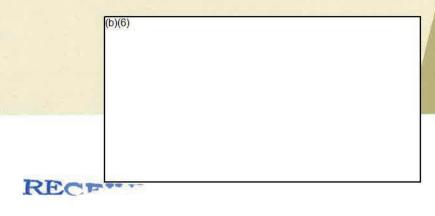
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January 9, 2020

JAN 18

Sunbeam Products, Inc.
CSC Lawyers Incorporating Service
2381 Executive Center Drive
Boca Raton, FL 33431

Re:

Our Client:

(b)(6)

Date of Injury:

Nov. 10, 2019

Our File Number:

362322

### Dear Sir/Madam:

Please be advised that (b)(6) has retained our firm to represent them in regard to injuries they sustained on Nov. 10, 2019 that involved the explosion of a Pressure Cooker manufactured by Corck-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

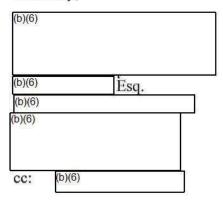
Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

### Sincerely,



From: Williamson, Staci A. Sent: Friday, January 17, 2020 1:50 PM (b)(6) To: Cc: Enderle, Sarah T. (b)(6) v. SPI Subject: Attachments: 0852\_001.pdf Dear (b)(6) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information The product, and the incident: regarding Ms. (b)(6) DOB: (This is required for MMSEA reporting purposes) SSN: (Required for MMSEA reporting) Address: Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below) Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade. Place of Purchase: Date of Purchase: Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many times had she used product prior and any prior problems? Injuries: A description, including any photos, medical records and bills Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim? Address where Incident Occurred: Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated. Thanks and best regards, Staci

Staci A. Williamson, Esq. | Partner
DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)
222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

From: Williamson, Staci A.

Sent: Tuesday, February 25, 2020 1:36 PM

To: (b)(6)

 Cc:
 Enderle, Sarah T.

 Subject:
 RE: (b)(6)
 v. SPI

Sorry for the delay in responding. Thank you for the photos. This is very helpful. It may be beneficial if we schedule a brief call and I can explain the claims process. It is fairly straightforward. Please let me know if there is a good time to reach out to you. Thanks and I look forward to speaking with you.

Best, Staci

Staci A. Williamson, Esq. | Partner
DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)
222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

From: (b)(6)

Sent: Wednesday, February 19, 2020 6:27 AM

To: Williamson, Staci A.

Cc: Enderle, Sarah T.

Subject: Re: (b)(6) v. SPI

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

### Good Morning,

Here are the pictures of the crock pot express. Please provide more information about this process. I've already provided photos of the burns and spoken to someone. This correspondence is making me feel like I should consult a lawyer before continuing.





Cheers,

						1000
On Cab 1	1 2020	at 10:05 AM	\\/illiamson	Ctaci A	(b)(6)	wroto
	1 /11/11	at III'II'S AWI	williamson	STACE A	(D)(O)	LWINE

Dear Ms. (b)(6) — Please be advised that your claim has been assigned to Goldberg Segalla LLP and I will now be responsible for this matter. I would like to arrange a convenient time for me to give you a brief call to discuss. Please also confirm that the best phone number to reach you is the (b)(6) — phone number. In the meantime, can you please gather and provide photographs of the product, including a photograph of the metal prong of the plug blade which will contain a series of letters and numbers imprinted into the blade. I attach a photograph for your reference. Please also provide any copies of any medical records, bills and photographs depicting your injuries. Thank you in advance for your cooperation. I look forward to speaking with you.

Best, Staci

(b)(6)			
Educia N			

### Staci A. Williamson, Esq. | Partner

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

MAIL PO Box 957, Buffalo, NY 14201

DIRECT 312.572.8412 | EXT 8412 | FAX 312.572.8401 | MOBILE (b)(6)

(b)(6) | Biography

www.goldbergsegalla.com



California | Connecticut | Florida | Illinois | Maryland | Missouri New Jersey | New York | North Carolina | Pennsylvania | United Kingdom









Privileged attorney-client communication / attorney's work product. This email message and any attachments are confidential. If you are not the intended recipient, please immediately reply to the sender and delete the message from your email system.



### **Notice of Service of Process**

null / ALL Transmittal Number: 21361202 Date Processed: 04/01/2020

Primary Contact: (b)(6)

Jarden Corporation

3600 North Hyrdaulic Street

Wichita, KS 67219

Entity: Sunbeam Products, Inc.

Entity ID Number 3672673

Entity Served: Sunbeam Products, Inc.

Title of Action: (b)(6) vs. Sunbeam Products, Inc.

Matter Name/ID: (b)(6) vs. Sunbeam Products, Inc. (10158577)

Document(s) Type: OTHER: Representation Letter

Nature of Action:

Case/Reference No:

Not Shown

Jurisdiction Served:

Florida

Date Served on CSC:

Answer or Appearance Due:

Other/NA

Originally Served On: CSC

How Served: Regular Mail

Sender Information: (b)(6)

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

### To avoid potential delay, please do not send your response to CSC

251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com

(b)(6)			

March 30, 2020

#### SENT VIA REGULAR & CERTIFIED MAIL: (b)(6)

Sunbeam Products, Inc. c/o Corporation Service Company as Registered Agent 1201 Hays Street Tallahassee, FL 32301-2525

RE:

Our Client:

(b)(6)

Date of Incident:

March 19, 2020

#### Registered Agent:

Please be advised that I represent (b)(6) for serious injuries sustained as a result of a dangerous and defective slow cooker/pressure cooker, specifically a Crock-Pot Express Crock 8-Quart Multi-Cooker Stainless Steel SCCPPC800-V1 ("Crock-Pot"), purchased from a Best Buy store location.

By way of background, on March 19, 2020, our client utilized the Crock Pot in a manner consistent with the instructions provided, to cook food. Following cooking, our client began to open the Crock Pot when it suddenly exploded, sending the hot contents onto her. As a result, my client suffered significant injuries, including 1<sup>st</sup> and 2<sup>nd</sup> degree burns to her chest, stomach, and lower extremities.

PURSUANT TO §627.4137, FLORIDA STATUTES, I am hereby requesting from your company, a written statement as to the following:

- (1) The name and address of each insurer;
- The name and address of each insured;
- (3) The limits of liability coverage;
- (4) Any policy or coverage defenses which may be available;
- (5) A copy of each insurance policy, including declaration page, all endorsements, all amendments, policy defenses and all exclusions claimed to be applicable;
- (6) A disclosure of the name, address and liability coverage of each known insurer with regard to the issues presented in this claim.

(b)(6)		ſ
v.	Page 106	9 of 2182

March 30, 2020 To: Corporation Service Co.
as Registered Agent for Sunbeam Products, Inc.
Re: Our Client: (b)(6)  Letter of Protection
Page -2-
In addition, you must immediately send to us any additional, amended, or supplemental documentation or information that may be discovered in the future relating to this demand.
You are required to provide this request for documentation and information to all insurers that may provide coverage. The above statements and information shall be amended immediately upon discovery of facts calling for an amendment to such statement.
Please also send color photographs and repair estimates concerning all vehicles in this collision.
If you have any questions, please contact me.
Sincerely,
(b)(6)
cc: (b)(6)
(b)(6)
Page 1070 of 2182

c/o Corporation Service Company as Registered Agent 1201 Hays Street Tallahassee, FL 32301-2525 Sunbeam Products, Inc.

From: Williamson, Staci A. Thursday, April 2, 2020 10:33 AM Sent: (b)(6)To: Cc: Enderle, Sarah T. Subject: v. Sunbeam Products, Inc. Dear Mr. (b) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) the product, and the incident: DOB: (This is required for MMSEA reporting purposes) SSN: (Required for MMSEA reporting) Address: Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below) Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade. Place of Purchase: Date of Purchase: Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many time had she used product prior and any prior problems? Injuries: A description, including any photos, medical records and bills Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim? Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated. Lastly, please be advised that Sunbeam Products, Inc. is self-insured. As such Florida Statute Section 627.4137 not apply. Thanks and best regards, Staci

Staci A. Williamson, Esq. | Partner
DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)
222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

b)(6)
August 28, 2019 VIA: Certified Mail/Return Receipt Requested
#(b)(6)
Newell Brands Inc.
221 River Street
Hoboken, NJ 07030
Attention: Owner/Manager

RE: Our Client:

Date of Incident: Location of Accident: (b)(6) August 21, 2019 (b)(6) Louisiana

Dear Sir/Madam:

Please be advised that this office represents (b)(6) for personal injuries sustained as the direct result of your negligence.

Our investigation to date reveals that our client was injured as the result of a negligent condition on your premises.

Our client is currently under the care of his physicians and therefore the exact extent of his injuries is not yet known.

Please turn this letter over to the insurance company who covers your property for liability and have one of their representatives contact the undersigned for further discussion and negotiation of this matter. If your business/client had surveillance video, we demand that you DO NOT alter, erase, edit, or destroy that tape until this case is resolved. IN THE EVENT YOU HAVE ANY EVIDENCE RELATED TO THIS ACCIDENT, WE DEMAND THAT YOU KEEP IT UNTIL THE CONCLUSION OF THIS CASE. DO NOT DISCARD, DESTROY OR CHANGE IT OR ANY PARTS, IN ANY WAY.





Note to Insurance Company: In accordance with Florida Statute §627.4137, please send this office an affidavit of coverage along with a copy of the policy, within thirty (30) days of receipt of this letter. We also demand a copy of all excess and umbrella policies sent to us in accordance with said statute.

This letter is written solely by way of settlement negotiations without any admission against interest with the expressed condition that it not be used in any way in any type of proceedings.

Thank you in advance for your prompt attention and cooperation.

Very trul	y yours	,	
(b)(6)			

# CERTIFIED MAIL

16.9 9 PM

Newell Brands Inc. 221 River Street Hoboken, NJ 07030 Attn: Claims Dept.

	(b)(6)	
		RECEIVE
		PR 22 REC'U
April 15, 2020		
	VIA CERTIFIED	MAIL: (b)(6)
American Household Attn: Legal Claims I 2381 EXECUTIVE O BOCA RATON, FL	Department CENTER DRIVE	
RE: Disclosure o	of Certain Information Required	
Dear Sir or Madam:		
for strict liability ar	retained to represent (b)(6) in a claim for nd breach of implied warranty, resulting from a Januer. This letter shall serve as your notice of same.	damages against your company pary 2020 incident involving an
	insurance, including excess, umbrella, completed production contacted concerning this claim. See § 627.4137, Fla. St	
	77, you must also provide, under oath, your insurance explicitly requires you provide:	e information within thirty (30)
(b) The nam (c) The limi (d) A states available	ne of the insurer. ne of each insured. nits of the liability coverage. ment of any policy or coverage defense which such the to such insurer at the time of filing such statement. of the policy.	n insurer reasonably believes is
I can be reached dir	rectly at (b)(6) and (b)(6)	
Sincerely,		
(b)(6)		

From: Sent: To: Cc: Subject:	Williamson, Staci A. Friday, April 24, 2020 12:59 PM (b)(6) Enderle, Sarah T. Re: (b)(6) v. SPI	
Great. Thanks so much		
Staci A. Williamson, Esq.   PDIRECT 312.572.8412   EXT 8412   222 West Adams Street, Suite 22	MOBILE (b)(6)	
On Apr 24, 2020, at 11:56	5 AM, (b)(6) wrote:	
ATTENTION: This email unknown senders or unc	came from an external source. Do not open expected emails.	attachments or click on links from
	I've worked with (b)(6) with your firm eing preserved at our evidence storage facilit photos of the pressure cooker and I'll revert	
(b)(6)		
From: Williamson, Staci		
Sent: Friday, April 24, 20 To: (b)(6) Cc: Enderle, Sarah T. Subject: *EXT* (b)(6)	020 12:35 PM 	

Dear Mr. (b)(6) Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) the product, and the incident: DOL:

DOB: (This is required for MMSEA reporting purposes)

SSN: (Required for MMSEA reporting)

Address:

Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)

Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.

Place of Purchase:

Date of Purchase:

Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting,

how long, etc. How many times had she used product prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim?

Address where Incident Occurred:

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Lastly, please be advised that Sunbeam Products, Inc. is self-insured. As such Florida Statute Section 627.4137 not apply.

Thanks and best regards,

Staci

Staci A. Williamson, Esq. | Partner

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

MAIL PO Box 957, Buffalo, NY 14201 DIRECT 312.572.8412 | EXT 8412 | FAX 312.572.8401 | MOBILE (b)(6)

(b)(6) | Biography

www.goldbergsegalla.com



California | Connecticut | Florida | Illinois | Maryland | Missouri New Jersey | New York | North Carolina | Pennsylvania | United Kingdom









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unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. Thank you.



July 12, 2019

#### VIA CERTIFIED MAIL

Sunbeam Products, Inc. CSC Lawyers Incorporating Service 2381 Executive Center Drive Boca Raton, FL 33431

Re:

Our Client:

(b)(6)

Date of Injury:

June 23, 2019

Our File Number:

353035

#### Dear Sir/Madam:

Please be advised that (b)(6) has retained our firm to represent them in regard to injuries they sustained on June 23, 2019, that involved the explosion of a Pressure Cooker manufactured by Crock-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

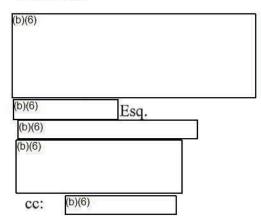
Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

#### Sincerely,















CSC Lawyers Incorporating Service 2381 Executive Center Drive Sunbeam Products, Inc. Boca Raton, FL 33431

(b)(6)			

3/24/2020

Sunbeam Products, Inc.
CSC Lawyers Incorporating Service
2381 Executive Center Drive
Boca Raton, FL 33431

Re:

Our Client:

(b)(6)

Date of Injury:

February 14, 2020

Our File Number:

368113

#### Dear Sir/Madam:

Please be advised that (b)(6) has retained our firm to represent them in regard to injuries they sustained on February 14, 2020 that involved the explosion of a Pressure Cooker manufactured by Crock-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

)(6)	16	,	
b)(6)	Esq	•	- 8
(6)			

From: Williamson, Staci A. Sent: Wednesday, April 1, 2020 9:09 AM (b)(6)To: Cc: Enderle, Sarah T. (b)(6)Subject: v. SPI Clm Ltr - (b)(6) Attachments: (Crockpot Express) . 03.24.20.pdf Dear (b)(6) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms(b)(6) the product, and the incident: DOB: (This is required for MMSEA reporting purposes) SSN: (Required for MMSEA reporting) Address: Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below) Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade. Place of Purchase: Date of Purchase: Accident Description: What was Ms (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many times had she used product prior and any prior problems? Injuries: A description, including any photos, medical records and bills Property Damage: Please describe, if any Lost Wages: Is Ms (b)(6) making a claim? Address where Incident Occurred: Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and be safe, Staci

Staci A. Williamson, Esq. | Partner
DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)
222 West Adams Street, Suite 2250 | Chicago, II 60606-5312





January 22, 2020 VIA: Certified Mail/Re	turn Receipt Requested
Sunbeam Products, Inc. 2381 Executive Center Drive Boca Raton, FL 33431	RECEIVED
Attention: Owner/Manager	JAN 28 RECTO
RE: Our Client: (b)(6)  Date of Incident: January 5, 2020  Location of Accident: Client's Home	
Dear Sir/Madam:	
Please be advised that this office represents (b)(6) sustained as the direct result of your negligence.	for personal injuries
Our investigation to date reveals that our client was inju- Crock-Pot pressure cooker which was sold to our client.	ired as the result of a defective
Our client is currently under the care of her physicians a her injuries is not yet known.	and therefore the exact extent of
Please turn this letter over to the insurance company liability and have one of their representatives contact discussion and negotiation of this matter. If your burideo, we demand that you DO NOT alter, erase, edit, case is resolved. IN THE EVENT YOU HAVE ANY EACCIDENT, WE DEMAND THAT YOU KEEP IT UNTIL CASE. DO NOT DISCARD, DESTROY OR CHANGE IT	ct the undersigned for further usiness/client had surveillance or destroy that tape until this EVIDENCE RELATED TO THIS THE CONCLUSION OF THIS
Download our (b)(6) App for free on Android	I phones and iPhone App Sto

(b)(6)

Note to Insurance Company: In accordance with Florida Statute §627.4137, please send this office an affidavit of coverage along with a copy of the policy, within thirty (30) days of receipt of this letter. We also demand a copy of all excess and umbrella policies sent to us in accordance with said statute.

This letter is written solely by way of settlement negotiations without any admission against interest with the expressed condition that it not be used in any way in any type of proceedings.

Thank you in advance for your prompt attention and cooperation.

Very truly yours.	60
(b)(6)	

From: Williamson, Staci A. Sent: Tuesday, January 28, 2020 11:02 AM (b)(6)To: Cc: Enderle, Sarah T. (b)(6) v. SPI Subject: Attachments: 0909 001.pdf Dear (b)(6) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) the product, and the incident: DOB: (This is required for MMSEA reporting purposes) SSN: (Required for MMSEA reporting) Address: Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below) Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade. Place of Purchase: Date of Purchase: Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many time had he used product prior and any prior problems? Injuries: A description, including any photos, medical records and bills Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim? Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated. Lastly, please be advised that Sunbeam Products, Inc. is self-insured. As such Florida Statute Section 627.4137 not apply. Thanks and best regards, Staci Staci A. Williamson, Esq. | Partner DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6)

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

770707		
(9)		
(9)(q)		

February 27, 2020

VIA: Certified Mail/Return Receipt Requested

2381 Executive Center Drive Boca Raton, FL 33431 Attention: Owner/Manager Sunbeam Products, Inc.

RECEIVED

Our Client: RE:

Location of Accident: Date of Incident: Product:

February 15, 2020

Crock-Pot - Express Crock 6-Quart Pressure Cooker SCCPPC600-V1 Client's home

## Dear Sir/Madam:

Please be advised that this office represents Rosina Stefania Spadea for personal injuries sustained as the direct result of your negligence.

Our investigation to date reveals that our client was injured as the result of a defective Crock-Pot Express Pressure Cooker which was sold to our client.

Our client is currently under the care of its physicians and therefore the exact extent of its injuries is not yet known.

video, we demand that you DO NOT alter, erase, edit, or destroy that tape until this case is resolved. IN THE EVENT YOU HAVE ANY EVIDENCE RELATED TO THIS ACCIDENT, WE DEMAND THAT YOU KEEP IT UNTIL THE CONCLUSION OF THIS CASE. DO NOT DISCARD, DESTROY OR CHANGE IT OR ANY PARTS, IN ANY WAY. Please turn this letter over to the insurance company who covers your property for liability and have one of their representatives contact the undersigned for further discussion and negotiation of this matter. If your business/client had surveillance



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App Store	
auo	

Note to Insurance Company: In accordance with Florida Statute §627.4137, please send this office an affidavit of coverage along with a copy of the policy, within thirty (30) days of receipt of this letter. We also demand a copy of all excess and umbrella policies sent to us in accordance with said statute.

This letter is written solely by way of settlement negotiations without any admission against interest with the expressed condition that it not be used in any way in any type of proceedings.

Thank you in advance for your prompt attention and cooperation.

From: Sent: To: Cc: Subject:	Williamson, Staci A. Friday, April 17, 2020 11:11 AM  (b)(6) (b)(6) Enderle, Sarah T.;(b)(6)  RE: (b)(6) v. Sunbeam Products, Inc.			
Hi (b)(6) — I hope you are doing well. I wanted to acknowledge the filing and service of this lawsuit for Sunbeam and Newell. As you know, I will be tendering the lawsuit to the source manufacturer requesting defense and indemnity. In turn, their insurance carrier will assign defense counsel. Are you agreeable to a 45 day extension for Sunbeam to appear and file its responsive pleading, as well as a 45 day extension to respond to the discovery requests and requests to admit?				
Thank you in advance for your co	onsideration and professional courtesy.			
Best,				
Staci				
1055 In the second seco	T.;[b)(6) Products, Inc. ated. We have tendered the matter and requested they refer to their i	insurance		
Staci A. Williamson, Esq.   Pa DIRECT 312.572.8412   EXT 8412   222 West Adams Street, Suite 22 On Mar 10, 2020, at 3:4	MOBILE (b)(6) 250   Chicago, II 60606-5312			
ATTENTION: This email unknown senders or une	came from an external source. Do not open attachments or click on linexpected emails.	iks from		
Hi Staci				

Hi Staci,

Thanks for your email. We'll work on getting you the requested information.

I look forward to working with you in this matter. As always, please feel free to reach out if you need anything further.

Warm regards,				
(b)(6)				
SERVING ALL OF FLORIDA, NEW JERSEY, NEW YORK AND WASHINGTON DC				
Confidentiality Notice This email and the files attached hereto are privileged and confidential and are intended for the person or entity to whom it is addressed. If you received this email in error, please immediately contact the sender and delete this email and any copies stored or backed up because of your receipt of this email. Further dissemination of this email is strictly prohibited, unless expressly authorized. All employees of (b)(6) are required to comply with strict policies and procedures for internet and email usage. Any use of email for unlawful activity, to promote intolerance or hatred, or email sent without first being reviewed by an attorney employed by (b)(6) is contrary to company policy and outside the scope of employment of the individual concerned. The company will not accept any liability for such actions. Computer viruses may be transmitted by email. The recipient should check this email and any attachments for viruses. The sender has made reasonable attempts to prevent the submission of viruses and accepts no liability caused by the transmission of any virus from this email or attachments. No employee is authorized to enter into a binding agreement on behalf of the (b)(6) by email.				
From: Williamson, Staci A. (b)(6)				
Sent: Tuesday, March 10, 2020 2:58 PM  To: (b)(6) (b)(6)				
Cc: (b)(6) ; Enderle, Sarah T. < senderle@goldbergsegalla.com>				
Subject: (b)(6) v. Sunbeam Products, Inc.				
Dear (b)(6) - Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) , the product, and the incident:				
DOB: (This is required for MMSEA reporting purposes) SSN: (Required for MMSEA reporting)				

2

Address:

Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)

Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.

Place of Purchase:

Date of Purchase:

Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting,

how long, etc. How many time had she used product prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any Lost Wages: Is Ms. (b)(6) making a claim?

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Lastly, please be advised that Sunbeam Products, Inc. is self-insured. As such Florida Statute Section 627.4137 not apply.

Thanks and best regards, Staci

#### Staci A. Williamson, Esq. | Partner

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

MAIL PO Box 957, Buffalo, NY 14201

DIRECT 312.572.8412 | EXT 8412 | FAX 312.572.8401 | MOBILE (b)(6)

swilliamson@goldbergsegalla.com | Biography

www.goldbergsegalla.com



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### IN THE CIRCUIT COURT OF THE 15TH JUDICIAL CIRCUIT IN AND FOR PALM BEACH COUNTY, FLORIDA

#### GENERAL JURISDICTION DIVISION

CASE NO. (6)(6)		
(b)(6)		
Plaintiff,		
V.		
SUNBEAM PRODUCTS, INC. and NEWELL BRANDS, INC.,		
. Defendants/		
COMPLAINT		
Plaintiff, (b)(6) by and through undersigned cour	isel,	
sues Defendants, SUNBEAM PRODUCTS, INC. and NEWELL BRANDS, INC.,	and	
alleges as follows:		
General Allegations		
1. That this is an action in excess of \$30,000.00 exclusive interest and costs,	and	
within the jurisdiction of this Court.		
2. That at all material times to this Complaint, Plaintiff, (b)(6)		
was a citizen and resident of (b)(6)		
3. That at all times material hereto, Defendant SUNBEAM PRODUCTS, I	NC.	
("SUNBEAM") was and is a Delaware corporation incorporated under the laws of the State		
of Delaware, with its principal place of business in Boca Raton, Florida.		
4. Defendant SUNBEAM is subject to the jurisdiction of this Court because it opera	ıtes,	
conducts, engages in, or carries on a business or business venture within this St	ate;	
caused injury to persons or property arising out of an act or omission it committed in	the	
State; manufactures, processes or services products or materials which are used within		
(b)(6)		

this State in the ordinary course of commerce, trade, or use; or engages in substantial and not isolated activity within this State.

- 5. That at all times material hereto, Defendant NEWELL BRANDS INC. ("NEWELL") was and is a Delaware corporation incorporated under the laws of Delaware with its principal place of business in Hoboken, New Jersey.
- 6. Defendant NEWELL is subject to the jurisdiction of this Court because it operates, conducts, engages in, or carries on a business or business venture within this State; caused injury to persons or property arising out of an act or omission it committed in the State; manufactures, processes or services products or materials which are used within this State in the ordinary course of commerce, trade, or use; or engages in substantial and not isolated activity within this State.
- 7. Defendants are subject to the jurisdiction in the State of Florida, and Defendant SUNBEAM has, or usually keeps, an office for transaction of its customary business in this County, and/or this County is where the cause of action accrued, and therefore venue is proper in Palm Beach County, Florida.
- 8. On or about February 2019, Plaintiff received a Crock Pot electric pressure cooker ("Pressure Cooker") as a gift.
- 9. Upon information and belief, at all relevant times, Defendant SUNBEAM is and was the designer, manufacturer, producer, distributor, vendor, seller of and/or marketing entity for the Pressure Cooker.
- 10. Upon information and belief, at all relevant times, Defendant NEWELL is and was the designer, manufacturer, producer, distributor, vendor, seller of and/or marketing entity for the Pressure Cooker.

(b)(6)

- 11. Upon information and belief, at all relevant times, Defendants SUNBEAM and/or NEWELL tested and inspected the Pressure Cooker in order to ensure that it was free from defects and safe for consumer use.
- 12. The Pressure Cooker is an electric kitchen appliance designed to be used for efficient preparation of food. The product is designed to prepare meals by cooking liquids inside a pot that produces steam, which is trapped inside of the Pressure Cooker to create pressure. The resulting temperatures produced are expected to cook meals more efficiently, while allegedly maintaining more nutrients than conventional cooking methods.
- 13. On or about February 15, 2020, Plaintiff was using the Pressure Cooker and followed instructions enclosed with the Pressure Cooker.
- 14. While using the Pressure Cooker to prepare a meal, it suddenly and without warning exploded, causing scalding hot liquid, contents, and steam to fly out of the Pressure Cooker and onto Plaintiff.
- 15. The Pressure Cooker had not been misused and had not been modified post-sale before it failed.
- 16. As a direct and proximate result of the explosion of the Pressure Cooker and the expulsion of scalding contents therefrom, Plaintiff suffered severely painful and disfiguring burns to the body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

#### COUNT I – PRODUCTS/STRICT LIABILITY AGAINST SUNBEAM

17. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.

(b)(6)	

- 18. At all relevant times, Defendant SUNBEAM was in the business of designing, manufacturing, inspecting, testing, distributing, selling and/or marketing pressure cookers and did design, manufacture, inspect, test, distribute, sell and/or market the Pressure Cooker giving rise to the subject Complaint.
- 19. The Pressure Cooker failed to perform in a manner reasonably expected in light of its nature and intended function when it failed and caused severe injuries.
- 20. The Pressure Cooker had not been misused post-sale before it failed.
- 21. The Pressure Cooker was within its anticipated useful life when it failed.
- 22. The Pressure Cooker failure was such that would not have occurred in the absence of a defect or unreasonably dangerous condition within it.
- 23. Specifically, the Pressure Cooker was unreasonably dangerous and/or defective in that:
- a. it was dangerous to an extent beyond that which would be contemplated by the ordinary consumer who purchases and/or uses it, with the ordinary knowledge common to the community as to its characteristics; and/or
- b. a reasonably prudent manufacturer would not have put it on the market assuming that manufacturer knew of its dangerous condition.
- 24. That unreasonably dangerous condition and/or defect proximately caused severely painful and disfiguring burns and other injury to Plaintiff, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment.
- 25. Therefore, Defendant SUNBEAM is liable to Plaintiff for the aforementioned injuries caused by the defective Pressure Cooker.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

## **COUNT II - NEGLIGENCE AGAINST SUNBEAM**

- 26. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 27. Defendant SUNBEAM owed Plaintiff, as well as the public at large, the duty of reasonable care in designing, manufacturing, testing, inspecting, distributing, selling and/or marketing the Pressure Cooker, and/or to adequately warn of dangers presented by the product's design.
- 28. Defendant SUNBEAM knew, or in the existence of ordinary care, should have known, that the Pressure Cooker was defective and unreasonably dangerous to those persons likely to use the product for the purpose and in the manner for which it was intended to be used.
- 29. Alternatively, Defendant SUNBEAM knew, or in the exercise of ordinary care should have known, of the means of designing, manufacturing and/or marketing the Pressure Cooker such that the type of incident and resulting injuries and damages as described herein would have been prevented.
- 30. Alternatively, Defendant SUNBEAM had actual or constructive knowledge of the means of designing a pressure cooker that would not be inadequate and dangerous, and notwithstanding this knowledge, Defendant SUNBEAM failed to adequately design, equip and/or manufacture the Pressure Cooker.
- 31. Alternatively, Defendant SUNBEAM negligently failed to give adequate or proper warnings or instructions, and/or failed to make appropriate post-marketing efforts to

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prevent known incidents, such as the one included herein.

- 32. Alternatively, Defendant SUNBEAM failed to prudently design, manufacture, test, inspect, market and/or sell the Pressure Cooker, and/or failed to include a reasonable and safer alternative to the subject defective condition.
- 33. As a direct and proximate result of Defendant SUNBEAM's negligence, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

#### COUNT III - BREACH OF EXPRESS WARRANTY AGAINST SUNBEAM

- 34. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 35. Defendant SUNBEAM designed, manufactured, assembled, distributed, inspected, tested and/or sold the Pressure Cooker.
- 36. Defendant SUNBEAM expressly warranted that the Pressure Cooker was safe for ordinary use when used in compliance with the instructions provided.
- 37. Defendant SUNBEAM's affirmations regarding the safety of its product formed a basis of the bargain for Plaintiff without which Plaintiff would not have purchased and/or used the Pressure Cooker.
- 38. The Pressure Cooker did not conform to Defendant SUNBEAM's affirmations

regarding safety.

39. As a direct and proximate result of Defendant SUNBEAM's breach of express warranties, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

# COUNT IV - BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY AGAINST SUNBEAM

- 40. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 41. Defendant SUNBEAM at all relevant times designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 42. Defendant SUNBEAM impliedly warranted that the Pressure Cooker was merchantable, fit for the ordinary purpose for which it was sold or used, was of fair average quality as to pass without objection in the trade, and conformed to Defendant's own affirmations regarding the Pressure Cooker's safety features and overall safe condition.
- 43. Defendant SUNBEAM breached their implied warranty of merchantability, as the product did not conform to Defendant's affirmations regarding the safety features and overall safe condition of the Pressure Cooker, the Pressure Cooker was not fit for the ordinary purpose for which it was sold or used, and/or was not of fair average quality so

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as to pass without objection in the trade.

44. As a direct and proximate result of Defendant SUNBEAM's breach of the implied warranty of merchantability, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

# COUNT V – BREACH OF IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AGAINST SUNBEAM

- 45. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 46. Defendant SUNBEAM designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 47. In selling the Pressure Cooker to Plaintiff, Defendant SUNBEAM, through its agents, servants, employees, and apparent agents, acting within the scope of their employment, authority, or apparent authority, made representations and promotions concerning the particular purpose to which Plaintiff would put the Pressure Cooker to use and knew or should have known of the particular purpose to which Plaintiff would put the product to use. Defendant impliedly warranted that the product would be fit for such particular purpose.
- 48. Defendant SUNBEAM breached its implied warranty of fitness for a particular purpose, as the Pressure Cooker did not conform to Defendant SUNBEAM's

affirmations regarding its product being fit for such particular purpose. The Pressure Cooker's malfunctioning safety features and overall unsafe condition rendered it unfit for that purpose.

49. As a direct and proximate result of Defendant SUNBEAM's breach of the implied warranty of fitness for a particular purpose, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

#### COUNT VI - FAILURE TO WARN AGAINST SUNBEAM

- 50. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 51. Defendant SUNBEAM designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 52. On or about February 15, 2020, Plaintiff used the Pressure Cooker in the manner intended and/or foreseeably intended, when the Pressure Cooker failed, exploded and/or otherwise caused injury to Plaintiff.
- 53. Upon information and belief, the Pressure Cooker was manufactured in a defective manner, was defectively designed, failed to have adequate and proper warnings or instructions, was not safe to be used for the purposes intended, and/or was

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inherently and/or unreasonably dangerous.

- 54. Defendant SUNBEAM knew or should have known of the dangerous nature of the Pressure Cooker by virtue of its business, and/or knew or should have known of the need to provide adequate warnings concerning the use of the Pressure Cooker.
- 55. Defendant SUNBEAM had a duty to provide reasonable warning of the danger involved in the use of the Pressure Cooker and failed to provide the public, including Plaintiff, notice of the danger involved.
- 56. As a direct and proximate result of the foregoing, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, SUNBEAM PRODUCTS, INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

# COUNT VII - PRODUCTS/STRICT LIABILITY AGAINST NEWELL

- 57. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 58. At all relevant times, Defendant NEWELL was in the business of designing, manufacturing, inspecting, testing, distributing, selling and/or marketing pressure cookers and did design, manufacture, inspect, test, distribute, sell and/or market the Pressure Cooker giving rise to the subject Complaint.
- 59. The Pressure Cooker failed to perform in a manner reasonably expected in light

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of its nature and intended function when it failed and caused severe injuries.

- 60. The Pressure Cooker had not been misused post-sale before it failed.
- 61. The Pressure Cooker was within its anticipated useful life when it failed.
- 62. The Pressure Cooker failure was such that would not have occurred in the absence of a defect or unreasonably dangerous condition within it.
- 63. Specifically, the Pressure Cooker was unreasonably dangerous and/or defective in that:
- a. it was dangerous to an extent beyond that which would be contemplated by the ordinary consumer who purchases and/or uses it, with the ordinary knowledge common to the community as to its characteristics; and/or
- b. a reasonably prudent manufacturer would not have put it on the market assuming that manufacturer knew of its dangerous condition.
- 64. That unreasonably dangerous condition and/or defect proximately caused severely painful and disfiguring burns and other injury to Plaintiff, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment.
- 65. Therefore, Defendant NEWELL is liable to Plaintiff for the aforementioned injuries caused by the defective Pressure Cooker.

wherefore, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

#### COUNT VIII - NEGLIGENCE AGAINST NEWELL

66.	Plaintiff	realleges	and	readopts	the	allegations	set	forth	in	Paragraphs	1-16	as	if
fully s	set forth h	erein.											

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- 67. Defendant NEWELL owed Plaintiff, as well as the public at large, the duty of reasonable care in designing, manufacturing, testing, inspecting, distributing, selling and/or marketing the Pressure Cooker, and/or to adequately warn of dangers presented by the product's design.
- 68. Defendant NEWELL knew, or in the existence of ordinary care, should have known, that the Pressure Cooker was defective and unreasonably dangerous to those persons likely to use the product for the purpose and in the manner for which it was intended to be used.
- 69. Alternatively, Defendant NEWELL knew, or in the exercise of ordinary care should have known, of the means of designing, manufacturing and/or marketing the Pressure Cooker such that the type of incident and resulting injuries and damages as described herein would have been prevented.
- 70. Alternatively, Defendant NEWELL had actual or constructive knowledge of the means of designing a pressure cooker that would not be inadequate and dangerous, and notwithstanding this knowledge, Defendant NEWELL failed to adequately design, equip and/or manufacture the Pressure Cooker.
- 71. Alternatively, Defendant NEWELL negligently failed to give adequate or proper warnings or instructions, and/or failed to make appropriate post-marketing efforts to prevent known incidents, such as the one included herein.
- 72. Alternatively, Defendant NEWELL failed to prudently design, manufacture, test, inspect, market and/or sell the Pressure Cooker, and/or failed to include a reasonable and safer alternative to the subject defective condition.
- 73. As a direct and proximate result of Defendant NEWELL's negligence, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and

resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

## COUNT IX - BREACH OF EXPRESS WARRANTY AGAINST NEWELL

- 74. Plaintiff realleges and reasserts the allegations contained in Paragraphs 1-16 as if fully set forth herein.
- 75. Defendant NEWELL designed, manufactured, assembled, distributed, inspected, tested and/or sold the Pressure Cooker.
- 76. Defendant NEWELL expressly warranted that the Pressure Cooker was safe for ordinary use when used in compliance with the instructions provided.
- 77. Defendant NEWELL's affirmations regarding the safety of its product formed a basis of the bargain for Plaintiff without which Plaintiff would not have purchased and/or used the Pressure Cooker.
- 78. The Pressure Cooker did not conform to Defendant NEWELL's affirmations regarding safety.
- 79. As a direct and proximate result of Defendant NEWELL's breach of express warranties, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in

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nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

# COUNT X - BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY AGAINST NEWELL

- 80. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 81. Defendant NEWELL at all relevant times designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 82. Defendant NEWELL impliedly warranted that the Pressure Cooker was merchantable, fit for the ordinary purpose for which it was sold or used, was of fair average quality as to pass without objection in the trade, and conformed to NEWELL's own affirmations regarding the Pressure Cooker's safety features and overall safe condition.
- 83. Defendant NEWELL breached their implied warranty of merchantability, as the product did not conform to Defendant NEWELL's affirmations regarding the safety features and overall safe condition of the Pressure Cooker, the Pressure Cooker was not fit for the ordinary purpose for which it was sold or used, and/or was not of fair average quality so as to pass without objection in the trade.
- 84. As a direct and proximate result of Defendant NEWELL's breach of the implied warranty of merchantability, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or

(b)(6)

continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

# COUNT XI – BREACH OF IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AGAINST NEWELL

- 85. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 86. Defendant NEWELL designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 87. In selling the Pressure Cooker to Plaintiff, Defendant NEWELL, through its agents, servants, employees, and apparent agents, acting within the scope of their employment, authority, or apparent authority, made representations and promotions concerning the particular purpose to which Plaintiff would put the Pressure Cooker to use and knew or should have known of the particular purpose to which Plaintiff would put the product to use. Defendant NEWELL impliedly warranted that the product would be fit for such particular purpose.
- 88. Defendant NEWELL breached its implied warranty of fitness for a particular purpose, as the Pressure Cooker did not conform to Defendant SUNBEAM's affirmations regarding its product being fit for such particular purpose. The Pressure Cooker's malfunctioning safety features and overall unsafe condition rendered it unfit for that purpose.
- 89. As a direct and proximate result of Defendant NEWELL's breach of the implied warranty of fitness for a particular purpose, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and

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suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future

WHEREFORE, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

## COUNT XII - FAILURE TO WARN AGAINST NEWELL

- 90. Plaintiff realleges and readopts the allegations set forth in Paragraphs 1-16 as if fully set forth herein.
- 91. Defendant NEWELL designed, manufactured, assembled, tested, inspected, distributed, marketed and/or sold the Pressure Cooker.
- 92. On or about February 15, 2020, Plaintiff used the Pressure Cooker in the manner intended and/or foreseeably intended, when the Pressure Cooker failed, exploded and/or otherwise caused injury to Plaintiff.
- 93. Upon information and belief, the Pressure Cooker was manufactured in a defective manner, was defectively designed, failed to have adequate and proper warnings or instructions, was not safe to be used for the purposes intended, and/or was inherently and/or unreasonably dangerous.
- 94. Defendant NEWELL knew or should have known of the dangerous nature of the Pressure Cooker by virtue of its business, and/or knew or should have known of the need to provide adequate warnings concerning the use of the Pressure Cooker.
- 95. Defendant NEWELL had a duty to provide reasonable warning of the danger involved in the use of the Pressure Cooker and failed to provide the public.

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including Plaintiff, notice of the danger involved.

96. As a direct and proximate result of the foregoing, Plaintiff suffered severely painful and disfiguring burns and other injury to Plaintiff's body, and resulting pain and suffering, disability, mental anguish, embarrassment and humiliation, loss of capacity for the enjoyment of life, and medical and nursing care and treatment. The injuries are either permanent or continuing in nature, and Plaintiff will suffer the losses and impairment in the future.

wherefore, Plaintiff, (b)(6) demands judgment against Defendant, NEWELL BRANDS INC., for compensatory damages, court costs, and such other and additional relief as this Court may deem appropriate.

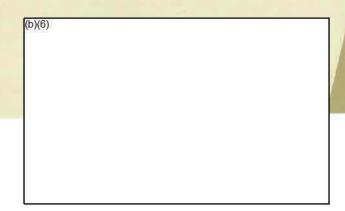
# DEMAND FOR TRIAL BY JURY

Pursuant to Florida Rules of Civil Procedure 1.430, Plaintiff demands a jury trial for all issues so triable.

Signed on April 14, 2020.

(b)(6) Attorney for	r Plaintif	 f		
(b)(6)				
Telephone:	(b)(6)			
Facsimile:			e:	
By:/s/ ((b)(6)	T E	Esq.		
(b)(6)	V-1 12	ESQUI	RE	
Florida Bar	No. (b)(6)			
(b)(6)		ESQU	HOE	

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March 11, 2020

## VIA CERTIFIED MAIL

Sunbeam Products, Inc. CSC Lawyers Incorporating Service 2381 Executive Center Drive Boca Raton, FL 33431

Re:

Our Client:

(b)(6)

Date of Injury:

February 14, 2020

Our File Number:

367430

RECEIV

Dear Sir/Madam:

has retained our firm to represent them in regard to injuries Please be advised that (b)(6) they sustained on February 14, 2020, that involved the explosion of a Pressure Cooker manufactured by Crock-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

# Sincerely,

b)(6)				
b)(6)		Esq.		
)(6)				
cc:	(b)(6)		]	- 12 A

From: Williamson, Staci A. Wednesday, March 18, 2020 3:40 PM Sent: (b)(6)To: Cc: Enderle, Sarah T. RE: (b)(6) v. SPI Subject: Thank you very much, (b)(6) Same to you! Staci A. Williamson, Esq. | Partner DIRECT 312.572.8412 | EXT 8412 | MOBILE (b)(6) 222 West Adams Street, Suite 2250 | Chicago, II 60606-5312 From: (b)(6) Sent: Wednesday, March 18, 2020 7:20 AM To: Williamson, Staci A. Cc: Enderle, Sarah T. Subject: Re: (b)(6) v. SPI ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails. Good morning, Staci -I hope you and your family are staying healthy. Per your request, please see the attached photographs of the subject pressure cooker, along with photos of our client injuries. Additionally, please see your questions addressed in turn as follows: DOB: SSN: Address: Place and Date of Purchase: The unit was purchased from Amazon on December 8, 2017. Injuries: Upon current information and belief, my client's injuries involve 2nd and 3rd degree burns to his arms and face. Additional information, including a description of the accident, medical and wage specials, etc. will be supplemented to you either via demand. My client is presently in possession of the subject pressure cooker and has been instructed on preservation. Best, (b)(6)

ATTORNEY & CONSUMER PRODUCTS CO-CHAIR

(b)(6)

(b)(6)
THIS E-MAIL MESSAGE IS INTENDED ONLY FOR THE NAMED RECIPIENT(S) ABOVE. IT MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS PRIVILEGED OR THAT CONSTITUTES ATTORNEY WORK PRODUCT. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS E-MAIL AND AN ATTACHMENT(S) IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS E-MAIL IN ERROR, PLEASE NOTIFY THE SENDER AT (D)(G) OR BY REPLYING TO THIS E-MAIL AND DELETE THE MESSAGE AND ANY ATTACHMENT(S) FROM YOUR SYSTEM. THANK YOU.
On Tue, Mar 17, 2020 at 7:29 PM Williamson, Staci A. < <u>swilliamson@goldbergsegalla.com</u> > wrote:
Dear (b)(6) — Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLF Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Mr. (b)(6) — the product, and the incident:
DOB: (This is required for MMSEA reporting purposes)
SSN: (Required for MMSEA reporting)
Address:
Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)
Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.
Place of Purchase:
Date of Purchase:
Accident Description: What was Mr. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many times had she used product prior and any prior problems?
Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any

Lost Wages: Is Mr. (b)(6) making a claim?

Address where Incident Occurred:

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and best regards,

Staci

#### Staci A. Williamson, Esq. | Partner

222 West Adams Street, Suite 2250 | Chicago, II 60606-5312

MAIL PO Box 957, Buffalo, NY 14201

DIRECT 312.572.8412 | EXT 8412 | FAX 312.572.8401 | MOBILE (b)(6) | Biography

www.goldbergsegalla.com



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Page 1127
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(b)(6)
of the Freedom of Information Act

Page 1128
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(b)(6)
of the Freedom of Information Act

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# Helmsman Management Services, Inc. - Claim Service Provider For: NEW HAMPSHIRE INSURANCE COMPANY PO Box 9102



Telephone: (781) 216-9875

Fax: (603) 334-9073

Weston, MA 02493

March 7, 2019

Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions ATTN: Risk Management 2381 Executive Center Drive

Boca Raton FL 33431

2002	
RE:	Employee: (b)(6)  Employer: (b)(6)  Claim Number: (b)(6)  Date of Injury: 02/05/2019  State Claim #: (b)(6)
Dear :	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions, ATTN: Risk Management:
(b)(6)	man Management Services, Inc. is the Workers' Compensation Carrier for (b)(6)  On 02/05/2019 (b)(6) sustained a work related injury. Helmsman Management Services paying Workers' Compensation Benefits.
Our in Manag (b)(6)	vestigation reveals this injury may have been caused by your negligence. Therefore, Helmsman gement Services, Inc. is placing you on notice of a potential claim to recover the money we have paid in Workers' Compensation Benefits.
Please to disc	notify your insurance carrier of this potential claim. If you do not have insurance, please contact me uss this claim.
You ca	an reach me at extension
Sincer	ely,
(b)(6) <b>RECO</b> (b)(6)	VERY SPECIALIST III

Correspondence Copy #: 700176160

\*001211\* HELMSMAN MANAGEMENT SERVICES, INC. PO BOX 9102 WESTON, MA 02493

RECENT

SUNBEAM PRODUCTS, INC. D/B/A JARDEN CON ATTN: RISK MANAGEMENT 2381 EXECUTIVE CENTER DRIVE BOCA RATON FL 33431

> RECEIVED APR 0 9 2019







From: Sent: To: Cc: Subject:	(b)(6)  @LibertyMutual.com>  Monday, June 24, 2019 7:58 AM  Williamson, Staci A.  RE:(b)(6)  - Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]
Good morning Sta	ci,
Thanks for the em	ail and update! I'll note the file on my end accordingly.
Thanks again!	
Liberty Mutual Ins Commercial Loss R Weston, MA 0249 (b)(6)	
Liberty A	
privileged or const by replying to this	ontained in this email message and any attachments to this message are confidential and may be titute attorney work product. If you are not the intended recipient, please (1) notify me immediately message or calling (b)(6) (2) do not use, disseminate, distribute or reproduce any part of the tachment, and (3) destroy all copies of this message and attachments.
From: Williamson, Sent: Thursday, Ju To: (b)(6) Cc: Subject: {EXTERNA	ne 20, 2019 12:40 PM
(1.1.10)	wanted to let you know that I received your voicemail. I am still trying to connect with Ms. nal injury attorney.
From: Williamson, Sent: Tuesday, Jun To: (b)(6) Cc: Subject: RE:(b)(6)	e 11, 2019 7:34 AM  @LibertyMutual.com> Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]

Will do. Thank you.

Staci A. Williamson
Partner   DIRECT 312.572.8412   Ext. 8412
MOBILE (b)(6)
222 West Adams Street, Suite 2250   Chicago, Il 60606-5312
From: (b)(6) @LibertyMutual.com
Sent: Friday, June 7, 2019 2:14 PM
To: Williamson, Staci A. (b)(6)
Cc:
Subject: RE: (b)(6) - Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]
Good afternoon Staci,
Thanks for the email and I look forward to working with you as well! In terms of Ms. (b)(6) personal information, I
would recommend reaching out to her personal injury attorney as I am not able to release that personal information
without their consent to do so:
Without their consent to do so.
(b)(6)
Thanks again!
(b)(6)   RECOVERY SPECIALIST III
Liberty Mutual Insurance and Helmsman Management Services
Commercial Loss Recovery Unit
Weston, MA 02493
(b)(6)
Please let us know
how we're doing.
Thow were doing.
B.
Liberty Mutual. A   Helmsman
INS URANCE Management Services LLC*
The information contained in this email message and any attachments to this message are confidential and may be
privileged or constitute attorney work product. If you are not the intended recipient, please (1) notify me immediately
by replying to this message or calling (b)(6) (2) do not use, disseminate, distribute or reproduce any part of the
message or any attachment, and (3) destroy all copies of this message and attachments.
From: Williamson, Staci A. (b)(6)
Sent: Friday, June 07, 2019 2:33 PM
To: (b)(6)
Subject: {EXTERNAL} (b)(6) Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]
FINITOS OF CIOCK POL [GSLAVV-IIVIAIVAGE.FID2040402]
Dear (b)(6) — Please be advised that I am taking over the handling of this claim from (b)(6) Please direct all
future correspondence to me. Thank you for providing the information you have to date. If available, would you also be
The state of the s

able to provide any further details regarding the injuries, including any photographs as well as medical records and bills? Do you have any information as how the incident occurred? We will also need Ms. (b)(6) DOB and SSN for MMSEA reporting purposes. Thank you in advance and I look forward to working with you.

Best, Staci

# Staci A. Williamson, Esq. | Partner

(b)(6)

222 West Adams Street, Suite 2250 | Chicago, Il 60606-5312 DIRECT 312.572.8412 | Ext. 8412 | FAX 312.572.8401 | MOBILE (b)(6)

Please send mail to: PO Box 957, Buffalo, NY 14201

vCard | www.goldbergsegalla.com



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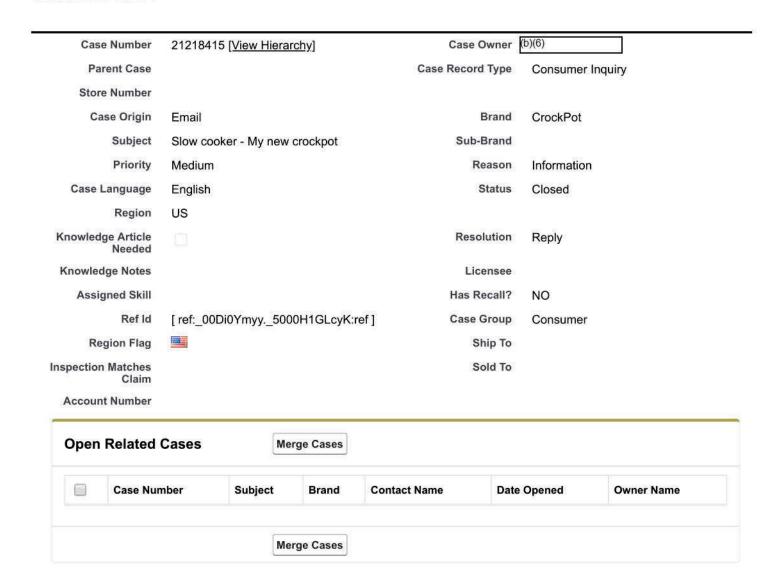


Case: 21218415

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eyword Data	
Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response

Description

Description

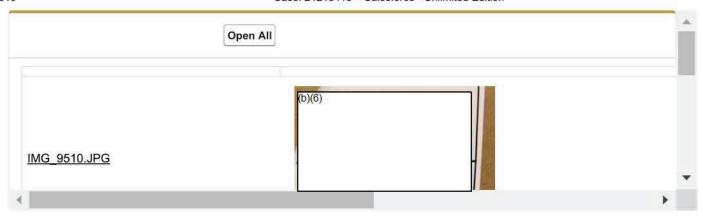
Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!

Page 1136 of 2182

Other Contact Us Data External Order Number	Is there a way to purchas I would really like to do the Million thanks!			
Contact Data				
Account Name	Generic Consumer Acco	ount 2277 New Email From Customer		
<b>Contact Name</b>	(b)(6)	New Email Counter	0	
Consumer Hold		Web Name		
<b>Contact Phone</b>	(b)(6)	Web Phone		
Contact Email		Email Sender	(b)(6)	
Email-to-Fax		Case Email	crockpotconsumercare@newellco.com	
Preferred Method		Declined Marketing Data		
Notes  SAP Notes  SAP Notes Internal	Advised consumer that it		em, they should inform us and we will help acement transaction is still available or the	
Change Sales A	rea Updat	te Sales Area		
Sales Organization	n [U	JS04-Appliance & Cookware ▼		
Distribution Chann	el	04-Consumer ▼		
Division	2	2C-Home Appliances ▼		

**Update Sales Area** 

Case Images



#### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

#### System Information

**Date/Time Opened** 3/27/2019 10:38 PM Created By Integration, 3/27/2019 10:38 PM

Date/Time Closed 3/29/2019 10:16 AM Last Modified By (b)(6)3/29/2019 10:16 AM

(b)(6)

**SAP Notes Update** 3/29/2019 10:15 AM Special Routing

First Email Response 3/29/2019 10:13 AM Legacy Incident

Number

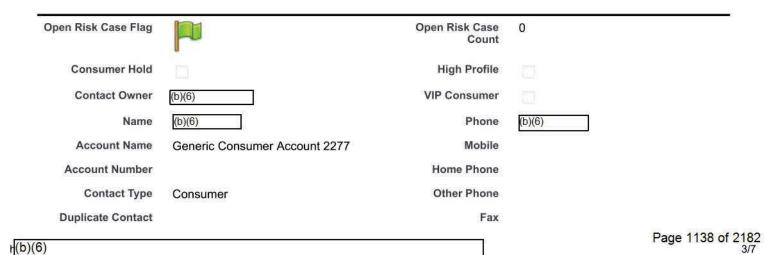
**Owner Division** 

Other Call Data **Created By Division** 

UCID

**Survey Date** 

#### Contact Information



**Custom Links** 

Google Search Google Maps Send Gmail

Yahoo! Weather Activity Report by Contact

Case Products CP-0008166472 Record Status 🔀

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

Under Warranty No Warranty

#### Attachments

IMG_9510.JPG		Attachment_1.txt		
Size	35KB	Size	6 bytes	
Ownership	Integration	Ownership	Integration	
View	View file	View	View file	
Last Modified	3/27/2019 10:38 PM	Last Modified	3/27/2019 10:38 PM	
Attachment	_3.txt	Attachment	_2.txt	
Size	25 bytes	Size	6 bytes	
Ownership	Integration	Ownership	Integration	
View	View file	View	View file	
Last Modified	3/27/2019 10:38 PM	Last Modified	3/27/2019 10:38 PM	
IMG_9512.JPG		IMG_9511.JPG		
Size	29KB	Size	38KB	
Ownership	Integration	Ownership	Integration	
View	View file	View	View file	

#### **Activity History**

Email: Response from CrockPot

Last Modified 3/27/2019 10:38 PM

Name (b)(6) Task ✓

Due Date 3/29/2019

Assigned To (b)(6)

Last Modified Date/Time 3/29/2019 10:13 AM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(6)

For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.

Last Modified 3/27/2019 10:38 PM

Sincerely,

(b)(6)

The Crock-Pot® Brand

Page 1140 of 2182

		www.crock-pot.com
		From: (b)(6) (b)(6) Sent: 3/27/2019 10:38 PM To: crockpotconsumercare@newellco.com Subject: My new crockpot
		Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!
		Is there a way to purchase a guarantee?
		I would really like to do that if that's possible.
		Million thanks!
		(b)(6)
		ref:_00Di0Ymyy5000H1GLcyK:ref
Surveys T 0261578	aken	
Survey Cro	ckPot - Clos	sed Case Survey
Saca Histo	~ m./	
Case Histo 3/29/2019 <i>1</i>		
User	(b)(6)	
Connection	186	
Action	Changed S	tatus from Open to Closed.
3/29/2019 <sup>-</sup>	10:08 AM	
User	(b)(6)	
Connection		
Action		esolution to Reply. Changed Reason to Information. Changed Description. Changed Subject from My oot to Slow cooker - My new crockpot.
3/29/2019	10:08 AM	
User	(b)(6)	
Connection		
Action	Changed C	ase Owner from Consumer Care Queue to (b)(6)
3/27/2019	10:38 PM	
	Integration	
Connection		
Action	Changed A	ccount Name to Generic Consumer Account 2277. Created.
Emails		
	from Croc	
and seems Time		19 10:13 AM
Has Attachn	A.G. A. S. A	
Email Add	STATE OF THE PARTY	
	atus Sent	
	(#Consisted for position and absorption	nse from CrockPot
lext E		image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? 0H00000Eb3zv&oid=00Di0000000Ymyy]

Page 1141 of 2182 6/7

Hi (b)(6)

For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

----- Original Message ---From: (b)(6) (b)(6)

Sent: 3/27/2019 10:38 PM

To: crockpotconsumercare@newellco.com

Subject: My new crockpot

Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!

Is there a way to purchase a guarantee ....?

I would really like to do that if that's possible.

Million thanks!

(b)(6) Delioteref:\_00Di0Ymyy.\_5000H1GLcyK:ref

## My new crockpot

Message Date 3/27/2019 10:38 PM

Has Attachment ✓

Email Address (b)(6)

Status Replied

Subject My new crockpot

Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!

Is there a way to purchase a guarantee .... ?

Text Body

I would really like to do that if that's possible.

Million thanks!

(b)(6)

# Chatter

**Text Posts** 

Advised consumer that if the replacement unit is still having problem, they should inform us and we will help them for the guarantee. They just need to make sure that the replacement transaction is still available or the receipt of purchased. March 29, 2019 at 10:15 AM

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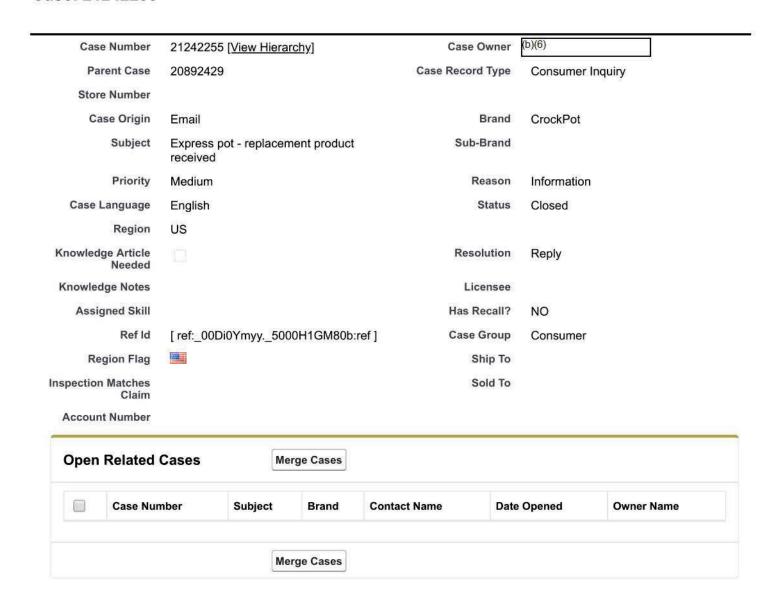


Case: 21242255

Close Window

Print This Page

 Expand All | Collapse All



Keyword Data		
Keyword Legal 1	Keyword Recall 1	
Keyword Legal 2	Keyword Recall 2	
Keyword Legal 3	Keyword Recall 3	
Keyword Legal Template	Keyword Recall Template	
	Keyword Auto Response	

Description

Description

Page 1143 of 2182

Case: 21242255 ~ Salesforce - Unlimited Edition Thank you (b)(6) I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas gift. I will send you the pictures that I have taken as proof that I have received the replacement. Thank you!!! (b)(6)Sent from my iPhone > On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: > > Hi (b)(6) > > For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement. > > > Sincerely, > (b)(6)> The Crock-Pot® Brand > http://www.crock-pot.com > Original Message (b)(6)> From: (b)(6) > Sent: 3/27/2019 10:38 PM > To: crockpotconsumercare@newellco.com > Subject: My new crockpot > Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!! > Is there a way to purchase a guarantee....? > I would really like to do that if that's possible. > Million thanks! > (b)(6)> ref:\_00Di0Ymyy.\_5000H1GLcyK:ref External Refund Number

Other Contact Us Data

External Order Number

#### **Contact Data**

(b)(6)

Account Name Generic Consumer Account 2277 New Email From Customer

Contact Name (b)(6) New Email Counter 0

Consumer Hold Web Name

Contact Phone (b)(6) Web Phone

Contact Email (b)(6)

Email-to-Fax

Email Sender (b)(6)

Case Email

crockpotconsumercare@newellco.com

**Preferred Method** 

Declined Marketing Data

#### Notes

SAP Notes

SAP Notes Internal

(b)(6) : 2019-04-18 13:28:56]

Reason for contact:

Consumer sent us photos of the replacement product that she received.

Outcome:

Sent an email to provide the case number, 20892429 and the order number, 1029507630 for her future reference. Offered survey.

(b)(6) : 2019-03-29 14:15:49]

Advised consumer that if the replacement unit is still having problem, they should inform us and we will help them for the guarantee. They just need to make sure that the replacement transaction is still available or the receipt of purchased.



### Case Images



#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

**System Information** 

Date/Time Opened 3/29/2019 6:35 PM Created By Integration, 3/29/2019 6:35 PM

Date/Time Closed 4/18/2019 9:29 AM Last Modified By (b)(6) , 4/18/2019 9:29

AM

(b)(6)

SAP Notes Update 4/18/2019 9:28 AM Special Routing

First Email Response 4/18/2019 9:28 AM Legacy Incident

Number

Survey Date Owner Division

Other Call Data Created By Division

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
<b>Contact Owner</b>	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
<b>Account Number</b>		Home Phone	
<b>Contact Type</b>	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	
<b>Company Name</b>		Contact Lock	
Job Title			
Address Information	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication	

7/3/2019

Opt Out

**Marital Status** 

Last Stay-in-Touch **Request Date** 

# of Persons in Household Last Stay-in-Touch

Save Date

Description

Merge Details

Survey section

Survey Unsubscribe Days Since Last 92

Survey

Survey Unsubscribe Last Survey Sent 4/2/2019 Date

Date

System Information

(b)(6)(b)(6)Created By Phone Raw 2/25/2019 10:46 AM

MobilePhone Raw Last Modified By Integration, 4/2/2019 12:05 AM

HomePhone Raw **Contact Record Type** Consumer

OtherPhone Raw **Ext-Data Stage** 

Source System

Ext-Data Stage ID

**Custom Links** 

Google Search Google Maps Send Gmail

Yahoo! Weather **Activity Report by Contact** 

## **Case Products** CP-0008272426

Record Status 🔯

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase 3/18/2018 Under Warranty Under Warranty

# **Related Cases**

21242274

Subject My replacement crockpot

Priority Medium

Date/Time Opened 3/29/2019 6:39 PM

Status Closed

Owner (b)(6)

Description Thank you again (b)(6)

I really appreciate the replacement you have arranged for me to receive.

This is the proof of receipt.

Is there a reference number of something that I may have just in case? Or a guarantee I may purchase for

Once again thank you so much!

	(b)(6)			
	(b)(6)			
	(0)(0)			
Attachment	S			
IMG_9510.JI	PG		Attachment	_1.txt
Size	35KB		Size	6 bytes
Ownership	(b)(6)		Ownership	(b)(6)
View	View file		View	View file
Last Modified	4/18/2019	9:15 AM	Last Modified	4/18/2019 9:15 AM
IMG_9511.JF	PG		Attachment	2.txt
West Color	38KB			6 bytes
Ownership	STATE STATE OF THE		Ownership	Secretaria de la constante de
	View file		10.0	View file
Last Modified	301030000000000000000000000000000000000	9:15 AM		4/18/2019 9:15 AM
Attachment_	_5.txt		Attachment	_3.txt
	25 bytes		Size	6 bytes
Ownership	(b)(6)		Ownership	(b)(6)
View	View file		View	<u>View file</u>
Last Modified	4/18/2019	9:15 AM	Last Modified	4/18/2019 9:15 AM
IMG_9513.JF	PG		Attachment	4.txt
The state of the s	35KB			6 bytes
Ownership	The section of the se		Ownership	Victoria marchine
	View file			View file
Last Modified		9:15 AM		4/18/2019 9:15 AM
W01 7107 III			ASS SUNS	
IMG_9521.JI			IMG_9512.J	
	42KB	<del></del>		29KB
Ownership			Ownership	
	View file	0.45 414		View file
Last Modified	4/18/2019	99:15 AM	Last Modified	4/18/2019 9:15 AM
Activity Hist	orv			
	-	ot - replacement product received		
	Name			
	Task	(A)		
		4/18/2019		
As	signed To	The second secon		
		4/18/2019 9:28 AM		
		Additional To: (b)(6)		
		CC:	<del></del>	
		BCC: Attachment:		
		Attacilile III.		
		Subject: RE: Express pot - replacement	ent product rece	eived
		Body:		
(e)				Page 1148 of 218
(6)				6/1

**Dear** (b)(6)

Thank you for the quick response and for verifying all of the information needed. We really appreciate it.

We've received the pictures for the proof that you've received the replacement product. Here is the case number for your reference: 20892429 and the order number for the replacement product: 1029507630.

Once again, we are really sorry for the inconvenience this may have caused you.

Should you have any other questions or concerns, please feel free to send us an email, so we can further assist. We are always happy to help.

You may receive a brief survey to rate the service you were provided and we hope that we made you a happy customer today. Please take a moment and let us know how we are doing!

Thank you for your patience regarding this matter, hope you enjoy the rest of your day!

Sincerely,				
b)(6)				
The Crock-Pot®	Brand			
www.crock-pot.	com			
Origi	nal Message			
From: (b)(6)	(b)(6)		1	
Sent: 3/29/2019	6:35 PM			
To: crockpotcon	sumercare@new	ellco.com		
	sponse from Croe			
		SOMETON STATE		

Thank you (b)(6) I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas gift.

I will send you the pictures that I have taken as proof that I have received the replacement.

Thank you!!!

(b)(6)

>

Sent from my iPhone

> On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

> > Hi (b)(6) >

> For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.

> The Crock-Pot® Brand

> http://www.crock-pot.com
>
>
> Original Message
> From: (b)(6) (b)(6)
> Sent: 3/27/2019 10:38 PM
> To: crockpotconsumercare@newellco.com
> Subject: My new crockpot
>
> Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!
>
> Is there a way to purchase a guarantee?
>
> I would really like to do that if that's possible.
>
> Million thanks!
>
>
> (b)(6)
>
>
ref:_00Di0Ymyy5000H1GM80b:ref

## **Open Activities**

New email response for Case Number: 21242255

```
Name (b)(6)
       Task ✓
  Due Date 3/29/2019
     Status Not Started
     Priority Normal
Assigned To (b)(6)
 Comments Thank you (b)(6) I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas
            gift.
            I will send you the pictures that I have taken as proof that I have received the replacement.
            Thank you!!!
            (b)(6)
            Sent from my iPhone
            > On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
            > Hi (b)(6)
            > For the guarantee of the product. If the item made the same problem or any problem occur from the product,
            please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have
            for the replacement.
            >
            > Sincerely,
            > (b)(6)
            > The Crock-Pot® Brand
            > http://www.crock-pot.com
```

Page 1150 of 2182

	>
	> Original Message
	> From: (b)(6) (b)(6)
	> Sent: 3/27/2019 10:38 PM
	> To: crockpotconsumercare@newellco.com
	> Subject: My new crockpot
	> Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!
	> Is there a way to purchase a guarantee?
	> I would really like to do that if that's possible.
	>
	> Million thanks! >
	>
	> (b)(6)
	>
	> ref:_00Di0Ymyy5000H1GLcyK:ref
Case Histo	·
4/18/2019 9	:29 AM
User	(b)(6)
Connection	
Action	Changed Status from New to Closed.
4/18/2019 9	
User	(b)(6)
Connection	Channel Barabilian to Barb. Channel Barabilian Channel Cubicat from Bar Barabilian Channel
	Changed Resolution to Reply. Changed Description. Changed Subject from Re: Response from CrockPot to Express pot - replacement product received.
4/18/2019 9	:15 AM
User	(b)(6)
Connection	
	Changed Case Owner from (b)(6) to (b)(6)
7100011	to leave.
3/29/2019 6	:35 PM
User	Integration
Connection	
Action	Changed Priority to Medium. Created.
Emails	
	s pot - replacement product received
Message D	ate 4/18/2019 9:28 AM
Has Attachm	ent
Email Addr	ess (b)(6)
Sta	tus Sent
	ect RE: Express pot - replacement product received
SA WATER	**************************************
Text b	ody [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Dear (b)(6)
	Thank you for the quick response and for verifying all of the information needed. We really appreciate it.
	We've received the pictures for the proof that you've received the replacement product. Here is the case
	number for your reference: 20892429 and the order number for the replacement product: 1029507630.
	Once again, we are really sorry for the inconvenience this may have caused you.

Page 1151 of 2182 9/12 Should you have any other questions or concerns, please feel free to send us an email, so we can further assist. We are always happy to help.

You may receive a brief survey to rate the service you were provided and we hope that we made you a happy customer today. Please take a moment and let us know how we are doing!

Thank you for your patience regarding this matter, hope you enjoy the rest of your day!

Sincerely,    Digit	
The Crock-Pot® Brand  www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>	Sincerely,
www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>	(b)(6)
From: [Di(G)   Di(G)   Di(G)	The Crock-Pot® Brand
From: Display 6:35 PM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot  Thank you Display I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas gift.  I will send you the pictures that I have taken as proof that I have received the replacement.  Thank you!!!  Display 1 Phone  On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt;</crockpotconsumercare@newellco.com>	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
Christmas gift.  I will send you the pictures that I have taken as proof that I have received the replacement.  Thank you!!!  (D)(G)  Sent from my iPhone  On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt;</crockpotconsumercare@newellco.com>	From: (b)(6) (b)(6)  Sent: 3/29/2019 6:35 PM  To: crockpotconsumercare@newellco.com
Thank you!!!  [D)(6)  Sent from my iPhone  > On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt;</crockpotconsumercare@newellco.com>	
Sent from my iPhone  On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt;</crockpotconsumercare@newellco.com>	I will send you the pictures that I have taken as proof that I have received the replacement.
Sent from my iPhone  > On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt;</crockpotconsumercare@newellco.com>	Thank you!!!
> On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:  &gt; Hi (b)(6)  &gt; For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.  &gt; Sincerely,  &gt; (b)(6)  &gt; The Crock-Pot® Brand  &gt; http://www.crock-pot.com  &gt; From: (b)(6) (b)(6)  &gt; Sent: 3/27/2019 10:38 PM  To: crockpotconsumercare@newellco.com  Subject: My new crockpot</crockpotconsumercare@newellco.com>	(b)(6)
> Hi (b)(6) > Hi (b)(6) > For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement. > Sincerely, > (b)(6) > The Crock-Pot® Brand > http://www.crock-pot.com > Sent: 3/27/2019 10:38 PM > To: crockpotconsumercare@newellco.com > Subject: My new crockpot	Sent from my iPhone
> For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.  > Sincerely,  > Div(6)  > The Crock-Pot® Brand  > http://www.crock-pot.com  > From: (b)(6) (b)(6)  > Sent: 3/27/2019 10:38 PM  > To: crock-potconsumercare@newellco.com  > Subject: My new crockpot	>
> Sincerely, > (b)(6) > The Crock-Pot® Brand > http://www.crock-pot.com > From: (b)(6) (b)(6) > Sent: 3/27/2019 10:38 PM > To: crockpotconsumercare@newellco.com > Subject: My new crockpot	> For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the
> The Crock-Pot® Brand > http://www.crock-pot.com >	> > > > > > > > > > > > > > > > > > >
> Original Message	> The Crock-Pot® Brand > > http://www.crock-pot.com
	> Original Message > From: [b)(6) [b)(6) > Sent: 3/27/2019 10:38 PM > To: crockpotconsumercare@newellco.com > Subject: My new crockpot

(h)(6)

much!!!

```
> Is there a way to purchase a guarantee.... ?
> I would really like to do that if that's possible.
> Million thanks!
> (b)(6)
> ref:_00Di0Ymyy._5000H1GM80b:ref
```

	from CrockPot 3/29/2019 6:35 PM
Has Attachment	
Email Address	
	Control of the contro
	Replied
	Re: Response from CrockPot
Text Body	Thank you (b)(6) I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas gift.
	I will send you the pictures that I have taken as proof that I have received the replacement.
	Thank you!!!
	(b)(6)
	Sent from my iPhone
	> On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
	>
	Š
	> Hi (b)(6)
	>
	> >
	> For the guarantee of the product. If the item made the same problem or any problem occur from the product, please inform us. Just make you still have the receipt or any proof of replacement like the transaction you have for the replacement.
	> >
	>
	> Sincerely,
	>
	> (b)(6)
	> The Crock-Pot® Brand
	> The Glock-I die Bland
	> http://www.crock-pot.com
	<b>&gt;</b>
	> Original Message
	> From: (b)(6) (b)(6)
	> Sent: 3/27/2019 10:38 PM
	> To: crockpotconsumercare@newellco.com
	> Subject: My new crockpot >
	> Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so much!!!
	> Is there a way to purchase a guarantee?
	> I would really like to do that if that's possible.
	> Million thanks!
	> Million thanks!

Page 1153 of 2182

>	
<b>(</b> b)(6)	
>	
> ref: 00Di0Ymyy	. 5000H1GLcvK:re

# Chatter Text Posts

(b)(6) Reason for contact: Consumer sent us photos of the replacement product that she received. Outcome: Sent an email to provide the case number, 20892429 and the order number, 1029507630 for her future reference. Offered survey. April 18, 2019 at 9:28 AM

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Close Window

Print This Page

 Expand All | Collapse All

# Case: 20892429

ne ekpotsccppc600v <sup>*</sup> ium lish	1 -Exploded	F Ha	Brand Sub-Brand Reason Status Resolution Licensee as Recall?	Replacement/F CrockPot Accommodatio Closed Reply NO Consumer	
ckpotsccppc600v <sup>*</sup>	1 -Exploded	F Ha	Reason Status Resolution Licensee	Accommodation Closed Reply	n
ium	1 -Exploded	F Ha	Reason Status Resolution Licensee	Accommodation Closed Reply	n
		F Ha	Reason Status Resolution Licensee as Recall?	Closed Reply	n
lish		Н	Status Resolution Licensee as Recall?	Closed Reply	n
		Н	Resolution Licensee as Recall?	Reply	
		Н	Licensee as Recall?	NO	
			as Recall?		
		C	ase Group	Canaliman	
			and the same of th	Consumer	
			Ref Id	[ ref:_00Di0Ym	yy5000H1EcFyF:ref]
			Ship To		
			Sold To		
s M	Merge Cases				
Subject	Brand	Contact Name	Date	Opened	Owner Name

# **Keyword Data**

Keyword Legal 1 Keyword Recall 1 Keyword Legal 2 Keyword Recall 2 Keyword Legal 3 **Keyword Recall 3** Keyword Legal Keyword Recall Template Template **Keyword Auto** Response

# Description

Description

Other Contact Us Data

**External Order External Refund**  Page 1155 of 2182 1/56

Number Number

<b>Contact Data</b>			
Account Name	Generic Consumer Account 2277	New Email From Customer	✓
<b>Contact Name</b>	(b)(6)	<b>New Email Counter</b>	2
Consumer Hold		Case Email	crockpotconsumercare@newellco.com
Contact Phone	8016337735	Declined Marketing Data	
Contact Email	(b)(6)		
Email-to-Fax			
Preferred Method			

#### **Notes**

**SAP Notes** 

**SAP Notes Internal** 

(b)(6) (b)(6) : 2019-03-18 18:40:35]

1zx86w659092250069

(b)(6) (b)(6) : 2019-03-18 18:40:22]

consumer sent the unit back

placed order under accommodation even if the unit is 4 months old - given as a gift

processed - advised time frame - 1029507630

(b)(6) (b)(6) : 2019-03-15 17:59:02]

consumer said she has not received the email yet

resent

advised to reply back on Monday IF she still didn't receive it

(b)(6) (b)(6) : 2019-03-01 22:50:20]

created Prepaid Shipping Label and will wait for consumer to ship the unit back to us prior to placing an

order

(b)(6) (b)(6) : 2019-02-25 15:54:35]

consumers crock-pot exploded

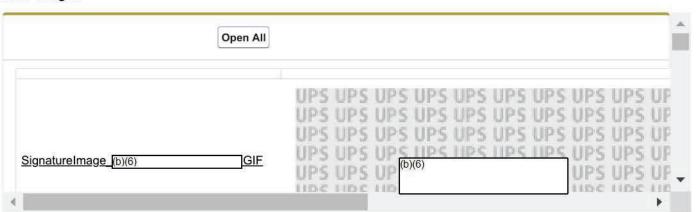
was given as a gift used 10x for soups received Dec 2018

advised about one time courtesy once she sends the information needed prior to replacement

consumer mentioned no one got hurt / no property damage



#### Case Images



#### Receive Product Information

Product Received Date Number of products being returned

Number of products received

## **Inspection Data**

Inspected By

Inspection Matches Claim

Inspection Detail

#### **Shipping Information**

**Shipping Date** 

Shipment Number

Latest Shipment Number

## **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Code

**Shipping Country** 

United States

**Shipping Email** 

**Shipping Phone** 

## **System Information**

Date/Time Opened 2/25/2019 10:46 AM

Created By

(b)(6) (b)(6) 2/25/2019 10:46 AM

Date/Time Closed

3/19/2019 3:11 PM

Last Modified By

Integration, 3/19/2019 3:11 PM

SAP Notes Update First Email Response 3/18/2019 2:40 PM 2/25/2019 10:51 AM Special Routing Legacy Incident

Number

Survey Date

Owner Division

Created By Division (b)(6)

Other Call Data

UCID

# **Contact Information**

Survey Unsubscribe		Last Survey Sent	4/2/2019 Page 1158
		Survey	
Survey section Survey Unsubscribe		Days Since Last	92
Merge Details			
Description			
# of Persons in Household		Last Stay-in-Touch Save Date	
Marital Status		Last Stay-in-Touch Request Date	
Gender		Mass_Communication Opt Out	
Birthdate		Brand Preferences	
Additional Inform	nation		
		Other Address	
		Address Country Code ISO	
		House Number Other	
Mailing Address	(b)(6)	Other Address	United States
Address Informa			
Job Title			
Company Name  Job Title		Contact Lock	
Language	English	Open Moneybacks	
Region	US	Preferred Method	
Duplicate Contact Identifier		Email	(b)(6)
<b>Duplicate Contact</b>		Fax	
Contact Type	Consumer	Other Phone	
Account Number		Home Phone	
Account Name	Generic Consumer Account 2277	Mobile	
Name	(b)(6)	Phone	(b)(6)
Contact Owner	Carriago Correctorada Carriada		
Consumer Hold		High Profile	
Open Risk Case Flag		Open Risk Case Count	0

Date Date

System Ir	formation
-----------	-----------

Phone Raw (b)(6)

Created By (b)(6) (b)(6) 2/25/2019 10:46 AM

Send Gmail

Integration, 4/2/2019 12:05 AM

MobilePhone Raw Last Modified By

HomePhone Raw Contact Record Type Consumer

OtherPhone Raw Ext-Data Stage Source System

Ext-Data Stage ID

**Custom Links** 

Google Search

Google Maps

...

Yahoo! Weather Activity Report by Contact

# Case Products CP-0008003062

Record Status 🔯

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase 12/25/2018
Under Warranty No Warranty

## Case Orders 1029507630

Order Created On 3/18/2019

Customer PO Number 20892429

Order Net Value USD 0.00

Sales Area Description US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances

Order Status Shipped

## **Related Cases**

### 21242255

Subject Express pot - replacement product received

Priority Medium

Date/Time Opened 3/29/2019 6:35 PM

Status Closed

Owner (b)(6)

Description Thank you (b)(6) I will only have proof of replacements as that is all I have. The initial crockpot was a Christmas gift.

I will send you the pictures that I have taken as proof that I have received the replacement.

Thank you!!!

(b)(6)

Sent from my iPhone

> On Mar 29, 2019, at 8:13 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

(b)(6)

Page 1159 of 2182

>
>
> Hi (b)(6)
2
>
>
> For the guarantee of the product. If the item made the same problem or any problem occur from the
product, please inform us. Just make you still have the receipt or any proof of replacement like the
transaction you have for the replacement.
>
>
>
> Sincerely,
>
> (b)(6)
>
> The Crock-Pot® Brand
>
> http://www.crock-pot.com
>
>
> Original Message
> From: (b)(6) (b)(6)
> Sent: 3/27/2019 10:38 PM
> To: crockpotconsumercare@newellco.com
> Subject: My new crockpot
>
> Hi (b)(6) how are you? Hope you're doing great! I received my replacement crockpot! Thank you so
much!!!
>
> Is there a way to purchase a guarantee?
>
> I would really like to do that if that's possible.
>
> Million thanks!
>
>
> (b)(6)
201 our Australian Street Stre
> ref:_00Di0Ymyy5000H1GLcyK:ref

# **Attachments**

SignatureImage_(b)(6) GIF		SignatureImage_(b)(6) GIF		GIF	
Size	10KB		Size	10KB	
Ownership	(b)(6)		Ownership	Integration	
View	View file		View	View file	
Last Modified	3/22/2019 8:20 AM		Last Modified	3/22/2019 8:20 AM	
ReturnLabe	I-SequenceNumber-	1.GIF	8ED629D369	9264DDE9B14E30C1	0A77E02.jpg
Size	31KB		Size	61KB	
Ownership	(b)(6) (b)(6)		Ownership	Integration	
View	View file		View	View file	
Last Modified	3/1/2019 5:49 PM		Last Modified	2/25/2019 9:00 PM	
FA7F50A897	77C477FBDF48B6BC	4CDA799.jpg	7333C9AA8	E0E476398E869E120	0102805.jpg
Size	87KB		Size	43KB	
Ownership	Integration		Ownership	Integration	
View	View file		View	View file	
Last Modified	2/25/2019 8:54 PM		Last Modified	2/25/2019 8:52 PM	
12574A3AD	2AE412781156544A3	BD55FB6.jpg	014705A0A7	799472184450358997	776E59.jpg
Size	49KB		Size	48KB	
					Dags 1160 of

Page 1160 of 2182 6/56

Ownership Integration View View file

Ownership Integration View View file

Last Modified 2/25/2019 8:50 PM Last Modified 2/25/2019 8:50 PM

625334C2D85F48A1B8D0E7AE880C4E68.jpg

D6A776DA9E6442C1B1D53BBDD2829C6E.jpg

Size 38KB Size 53KB Ownership Integration Ownership Integration View View file View View file

Last Modified 2/25/2019 8:47 PM Last Modified 2/25/2019 8:45 PM

**Activity History** 

Email: Response from CrockPot

Name (b)(6)

Task

Due Date 3/18/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 3/18/2019 2:39 PM

Comments Additional To: (b)(6)

CC: BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(6)

I'm doing good, just ate my lunch and I am too full.

How was your weekend?

I have successfully processed your Express Crock replacement. As promised, it was processed as a one time courtesy so you won't be charged for any fee.

Please allow us to complete the shipment within 6 to 8 business days. I do apologize for any inconvenience this may have caused you.

Order number: 1029507630

I hope I was able to assist you with your concern. Have a great day ahead!

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

--- Original Message --

From: (b)(6) (b)(6)Sent: 3/16/2019 2:57 PM

To: crockpotconsumercare@newellco.com

Page 1161 of 2182

Subject: Re: Response from CrockPot Hi (b)(6) the package has been shipped back to you. Thanks, (b)(6)Sent from my iPhone > On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: > > > > Hi (b)(6) > How are you? > I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service. > Please email me back here on Monday, if you have not received it and I will gladly assist you. > Thank you and have a great weekend (b)(6) > > > Sincerely, > (b)(6)> The Crock-Pot® Brand > http://www.crock-pot.com --- Original Message ---> From: (b)(6) (b)(6)> Sent: 3/15/2019 1:22 AM > To: crockpotconsumercare@newellco.com > Subject: Re: Response from CrockPot - follow up > Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon? > Thank you so much! > (b)(6)> Sent from my iPhone >> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote: >> >> >> > > Hi (b)(6) >> >> We have been experiencing a high volume of emails and would like to apologize for the delayed response. >> Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.

Page 1162 of 2182

```
>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after
you dropped it to UPS, send me an email here and we will give you the promised one time courtesy
replacement.
>>
> > Prepaid Shipping Label will be sent after this email
>>
> > Have a great weekend (b)(6)
>>
>>
>>
> > Sincerely,
>>
>>(b)(6)
>>
> > The Crock-Pot® Brand
>>
> > http://www.crock-pot.com
>>
>>
>> ----- Original Message -----
> > From: (b)(6) (b)(6)
> > Sent: 2/25/2019 9:00 PM
>> To: crockpotconsumercare@newellco.com; (b)(6)
> > Subject: RE: Response from CrockPot
>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner
plastic ring popped out when the lid exploded off the pot and the steam button popped out too with
half of my soup! It was scary!
>>
>> (b)(6)
>>
> > Sent from Mail for Windows 10
>> From: Consumer Care - CrockPot
> > Sent: Monday, February 25, 2019 8:51 AM
> > To: (b)(6)
>> Subject: Response from CrockPot
>>
>>
>>
> > Dear (b)(6)
> > Thank you for contacting Crock-Pot!
>> We understand that your time is valuable, and if it would be more convenient, you can reply
directly to this email and answer the following:
>> 1. Name and Shipping address
>> 2. Pictures of your product for identification
> > 3. Clear front-view picture of the full product
>> 4. Take another photo showing the bottom of the product for material number
>> 5. When and Where did you purchase the product?
>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
>> After we receive your information and photos, we will get back to you with the results of your
request.
>>
>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>
>>
>>
> > Sincerely,
>>(b)(6)
> > The Crock-Pot® Brand
> > http://www.crock-pot.com
>>
>>
>>
>>
>>
```

Page 1163 of 2182

> > > > > >

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref Email: Response from CrockPot Name (b)(6) Task ✓ Due Date 3/15/2019 Assigned To (b)(6) (b)(6) Last Modified Date/Time 3/15/2019 1:58 PM Comments Additional To: (b)(6) CC: BCC: Attachment: Subject: Response from CrockPot Body: Hi (b)(6) How are you? I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service. Please email me back here on Monday, if you have not received it and I will gladly assist you. Thank you and have a great weekend (b)(6) Sincerely, (b)(6)The Crock-Pot® Brand www.crock-pot.com ---- Original Message ----From: (b)(6) (b)(6) Sent: 3/15/2019 1:22 AM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot - follow up Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon? Thank you so much! (b)(6)Sent from my iPhone

> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com>

(b)(6)

wrote:

```
> Hi (b)(6)
>
> We have been experiencing a high volume of emails and would like to apologize for the delayed
> Thank you for providing all the information that we asked. It was more than what we expected and
we appreciate the fact that you gave us all the numbers and codes that you're seeing.
> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy
replacement.
> Prepaid Shipping Label will be sent after this email
> Have a great weekend (b)(6)
>
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
           -- Original Message --
> From: (b)(6)
                      (b)(6)
> Sent: 2/25/2019 9:00 PM
> To: crockpotconsumercare@newellco.com; (b)(6)
> Subject: RE: Response from CrockPot
> Hi [b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner
plastic ring popped out when the lid exploded off the pot and the steam button popped out too with
half of my soup! It was scary!
>
  (b)(6)
> Sent from Mail for Windows 10
> From: Consumer Care - CrockPot
> Sent: Monday, February 25, 2019 8:51 AM
> Subject: Response from CrockPot
> Dear (b)(6)
> Thank you for contacting Crock-Pot!
> We understand that your time is valuable, and if it would be more convenient, you can reply
directly to this email and answer the following:
> 1. Name and Shipping address
> 2. Pictures of your product for identification
> 3. Clear front-view picture of the full product
> 4. Take another photo showing the bottom of the product for material number
> 5. When and Where did you purchase the product?
> 6. Date Code which is located on the prong, it has a letter and 3 numbers
> After we receive your information and photos, we will get back to you with the results of your
> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
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•	
Sincerely,	
(b)(6)	
The Crock-Pot® Brand	
http://www.crock-pot.com	
•	
<b>₽</b>	
¥3	
ef:_00Di0Ymyy5000H1EcFyF:	
er. OUDIOTHINGS. SUUURTECTYF.	ıt

	ref:_00Di0Ymyy5000H1EcFyF:ref
Email: Response fron	n CrockPot
Name	(b)(6)
Task	✓
Due Date	3/1/2019
Assigned To	(b)(6) (b)(6)
Last Modified Date/Time	3/1/2019 5:48 PM
Comments	Additional To: (b)(6)
	CC:
	BCC: Attachment:
	Attachment.
	Subject: Response from CrockPot
	Body:
	Hi (b)(6)
	We have been experiencing a high volume of emails and would like to apologize for the delayed response.
	Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.
	We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
	Prepaid Shipping Label will be sent after this email
	Have a great weekend (b)(6)
	Sincerely,
	(p)(6)
	The Crock-Pot® Brand
	www.crock-pot.com
	Original Message
	From: (b)(6) (b)(6)
	Sent: 2/25/2019 9:00 PM
	To: crockpotconsumercare@newellco.com; (b)(6) Subject: RE: Response from CrockPot

Page 1166 of 2182 12/56 Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary!

(b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

Dear (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

The Crock-Pot® Brand http://www.crock-pot.com

ref: 00Di0Ymyy. 5000H1EcFyF:ref

## **Email: Response from CrockPot**

Name (b)(6)

Task

Due Date 2/25/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 2/25/2019 10:51 AM

Comments Additional To: (b)(6)

CC: BCC:

Attachment:

Subject: Response from CrockPot

Body:

Dear (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
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After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

ref: 00Di0Ymyy. 5000H1EcFyF:ref

# **Open Activities**

New email response for Case Number: 20892429

Name (b)(6)

Task 🗸

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary!

(b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

**To:** (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number

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- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments This is the last picture that I took. Let me know if you need additional photos and let me know what are the next steps.

Thank you!

(b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

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Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

Dear (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- Comments
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

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Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

### New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Sent from Mail for Windows 10

From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number

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- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 2/25/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
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- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

# ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

the past 2 months and have made about 10 yummy soups, until the crock pot exploded. My friends purchased the Crock Pot at Kohl's. If you need their receipt, I'll be glad to request it from them.  My name is (b)(6) My address is:(b)(6) My phone #[0)(8)  The model #SCCPPC600-V1 120v-60h2 1000w PN 193289 QC pass 02 On the box is says: PN 193012 Rev C Under the serial lines it says: 0 4889406691 7  There is a stamp that says LO71JN11 CSB-SC0617-CRP51156  Thank you for your assistance. Much appreciated. Can I obtain a guarantee on the replacement? Would that be possible?  (b)(6)  Sent from Mail for Windows 10  From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM To: (b)(6)  Subject: Response from CrockPot  Dear (b)(6)  Thank you for contacting Crock-Pot!  We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:  1. Name and Shipping address 2. Pictures of your product for identification 3. Clear front-view picture of the full product	******	response for Case Number : 20892429
Due Date 2/25/2019 Status Not Started Priority Normal Assigned To Comments H (2006) (1906) (1906) H (2006) (1906) (1906) H (2006) (1906) (1906) H (2006) (1906) (1906) (1906) H (2006) (1906) (1906) (1906) H (2006) (1906) (1906) (1906) (1906) H (2006) (1906) (1906) (1906) (1906) H (2006) (1906) (1906) (1906) (1906) (1906) H (2006) (1906) (1		
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Comments Hi	(7.)	
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From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM To: [b)(6) Subject: Response from CrockPot  Dear [b)(6)  Thank you for contacting Crock-Pot!  We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:  1. Name and Shipping address 2. Pictures of your product for identification 3. Clear front-view picture of the full product		(b)(6)
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email and answer the following:  1. Name and Shipping address 2. Pictures of your product for identification 3. Clear front-view picture of the full product		Thank you for contacting Crock-Pot!
Pictures of your product for identification     Clear front-view picture of the full product		
5. When and Where did you purchase the product? 6. Date Code which is located on the prong, it has a letter and 3 numbers		<ul> <li>2. Pictures of your product for identification</li> <li>3. Clear front-view picture of the full product</li> <li>4. Take another photo showing the bottom of the product for material number</li> <li>5. When and Where did you purchase the product?</li> </ul>

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

After we receive your information and photos, we will get back to you with the results of your request.

	(b)(6)		
	The Crock-Pot® Brand		
	http://www.crock-pot.com		
	ref:_00Di0Ymyy5000H1EcFyF:ref		
New email	response for Case Number : 20892429		
Name			
Task			
	3/15/2019		
A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-	Not Started		
60192395 E39955F0	Normal		
Assigned To			
Comments	Hi (b)(6) I'm doing good. How are you?		
	Thanks for your email and thank you for sending the label and the instructions to send back the crockpot.		
	I really appreciate it.		
	Treatily appreciate it.		
	Will send the crockpot back to you soon.		
	Thank you and have a great weekend too!		
	(b)(6)		
	Sent from Mail for Windows 10		
	From: CrockPot Consumer Care		
	Sent: Friday, March 15, 2019 11:58 AM		
	To: (b)(6)		
	Subject: Response from CrockPot		
	Hi (b)(6)		
	How are you?		
	I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service.		
	Please email me back here on Monday, if you have not received it and I will gladly assist you.		
	Thank you and have a great weekend (b)(6)		
	Thank you and have a great weekend (OAO)		
	Sincerely,		
	(b)(6)		
	The Crock-Pot® Brand		
	http://www.crock-pot.com		
	Original Message		
	From: (b)(6) (b)(6)		
	Sent: 3/15/2019 1:22 AM		
	To: crockpotconsumercare@newellco.com		
	Subject: Re: Response from CrockPot - follow up		

Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent Page 1174 of 2182 20/56

to me. I have not yet received it. I was wondering when could I expect it? Will it be soon? Thank you so much! (b)(6)Sent from my iPhone > On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote: > > > Hi (b)(6) > > We have been experiencing a high volume of emails and would like to apologize for the delayed response. > Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing. > We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement. > Prepaid Shipping Label will be sent after this email > Have a great weekend (b)(6) > > > Sincerely, > (b)(6)> The Crock-Pot® Brand > http://www.crock-pot.com --- Original Message --> > From: (b)(6) (b)(6)> Sent: 2/25/2019 9:00 PM > To: crockpotconsumercare@newellco.com; (b)(6) > Subject: RE: Response from CrockPot > Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary! > (b)(6)> Sent from Mail for Windows 10 > From: Consumer Care - CrockPot > Sent: Monday, February 25, 2019 8:51 AM > To: (b)(6) > Subject: Response from CrockPot > > Dear (b)(6) > Thank you for contacting Crock-Pot! > We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: > 1. Name and Shipping address > 2. Pictures of your product for identification > 3. Clear front-view picture of the full product > 4. Take another photo showing the bottom of the product for material number

(b)(6)

> 5. When and Where did you purchase the product?

> 6. Date Code which is located on the prong, it has a letter and 3 numbers

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> After we receive your information and photos, we will get back to you with the results of your request.
            > Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
            >
            >
            > Sincerely,
            > (b)(6)
            > The Crock-Pot® Brand
            > http://www.crock-pot.com
            >
            >
            >
            >
            >
            >
            ref:_00Di0Ymyy._5000H1EcFyF:ref
New email response for Case Number: 20892429
     Name (b)(6)
       Task ✓
  Due Date 3/15/2019
     Status Not Started
     Priority Normal
Assigned To (b)(6) (b)(6)
 Comments Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent
            to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
            Thank you so much!
            (b)(6)
            Sent from my iPhone
            > On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:
            > Hi (b)(6)
            > We have been experiencing a high volume of emails and would like to apologize for the delayed response.
            > Thank you for providing all the information that we asked. It was more than what we expected and we
            appreciate the fact that you gave us all the numbers and codes that you're seeing.
            > We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it
            to UPS, send me an email here and we will give you the promised one time courtesy replacement.
            > Prepaid Shipping Label will be sent after this email
            > Have a great weekend (b)(6)
            > Sincerely,
            > (b)(6)
            > The Crock-Pot® Brand
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Page 1176 of 2182

> http://www.crock-pot.com
>
>
> Original Message
> From: (b)(6) (b)(6)
> Sent: 2/25/2019 9:00 PM
> To: crockpotconsumercare@newellco.com; (b)(6)
> Subject: RE: Response from CrockPot
The second state of the se
> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was
scary!
> (b)(6)
> A 2 4 6 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
> Sent from Mail for Windows 10
>
> From: Consumer Care - CrockPot
> Sent: Monday, February 25, 2019 8:51 AM
> To: (b)(6) > Subject: Response from CrockPot
> Subject. Response from CrockPot
>
>
> Dear (b)(6)
>
> Thank you for contacting Crock-Pot!
>
> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
email and answer the following:
>
> 1. Name and Shipping address
> 2. Pictures of your product for identification
> 3. Clear front-view picture of the full product
> 4. Take another photo showing the bottom of the product for material number
> 5. When and Where did you purchase the product?
> 6. Date Code which is located on the prong, it has a letter and 3 numbers
<b>&gt;</b>
> After we receive your information and photos, we will get back to you with the results of your request.
> Thank you for being the best part of Creek Bet and we are leaking forward to begring from you
> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>
>
> Sincerely,
>(b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
S and the second
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> ref:_00Di0Ymyy5000H1EcFyF:ref
I response for Case Number : 20892429

## New email

Name (b)(6) Task ✓ Due Date 3/16/2019 Status Not Started Priority Normal Assigned To (b)(6) (b)(6) Comments Hi (b)(6) the package has been shipped back to you.

Thanks,

(b)(6)
Sent from my iPhone
> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt; &gt;</crockpotconsumercare@newellco.com>
> Hi (b)(6)
> >
> How are you? >
> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service.
> Please email me back here on Monday, if you have not received it and I will gladly assist you.
> Thank you and have a great weekend (b)(6)
> >
>
> Sincerely,
> > (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
> Original Message
> Sent: 3/15/2019 1:22 AM > To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot - follow up
> Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
> Thank you so much!
> (b)(6)
> Sent from my iPhone
> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
>> >>
>> > Hi (b)(6)
>> >>
>> We have been experiencing a high volume of emails and would like to apologize for the delayed response.
>> Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing. >>
>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>> Prepaid Shipping Label will be sent after this email
>> Have a great weekend (b)(6)
>> >>
>> > Sincerely,

Page 1178 of 2182

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>>
> > (b)(6)
>>
> > The Crock-Pot® Brand
>>
> > http://www.crock-pot.com
>>
>>
       ------ Original Message ------
>>--
> > From: (b)(6)
                     (b)(6)
> > Sent: 2/25/2019 9:00 PM
>> To: crockpotconsumercare@newellco.com; (b)(6)
> > Subject: RE: Response from CrockPot
>>
> > Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was
>>
> > (b)(6)
>>
>> Sent from Mail for Windows 10
>>
>> From: Consumer Care - CrockPot
> > Sent: Monday, February 25, 2019 8:51 AM
> > To: (b)(6)
> > Subject: Response from CrockPot
>>
>>
>>
> > Dear (b)(6)
>>
>> Thank you for contacting Crock-Pot!
>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
email and answer the following:
>>
>> 1. Name and Shipping address
>> 2. Pictures of your product for identification
> > 3. Clear front-view picture of the full product
>> 4. Take another photo showing the bottom of the product for material number
>> 5. When and Where did you purchase the product?
>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
>> After we receive your information and photos, we will get back to you with the results of your request.
>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>
>>
> > Sincerely,
>> (b)(6)
> > The Crock-Pot® Brand
> > http://www.crock-pot.com
>>
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> ref:_00Di0Ymyy._5000H1EcFyF:ref
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New email response for Case Number: 20892429

Name (b)(6)

Task ✓

Due Date 3/18/2019

Status Not Started Priority Normal Assigned To (b)(6) (b)(6) Comments Forgot to let you know that my weekend was fun. I visited with my family and got to play with my little niece and nephew. Sent from my iPhone > On Mar 18, 2019, at 12:39 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: > > Hi (b)(6) > I'm doing good, just ate my lunch and I am too full. > How was your weekend? > I have successfully processed your Express Crock replacement. As promised, it was processed as a one time courtesy so you won't be charged for any fee. > Please allow us to complete the shipment within 6 to 8 business days. > I do apologize for any inconvenience this may have caused you. > Order number: 1029507630 > I hope I was able to assist you with your concern. Have a great day ahead! > You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing! > > Sincerely, > (b)(6)> The Crock-Pot® Brand > http://www.crock-pot.com -- Original Message -> From: (b)(6) (b)(6)> Sent: 3/16/2019 2:57 PM > To: crockpotconsumercare@newellco.com > Subject: Re: Response from CrockPot > Hi (b)(6) the package has been shipped back to you. > Thanks, > (b)(6) > Sent from my iPhone >> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: >> > > **Hi** (b)(6) >> >> > > How are you? >> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Page 1180 of 2182

(b)(6)

Service.
>> Please email me back here on Monday, if you have not received it and I will gladly assist you.
>>
>> Thank you and have a great weekend (b)(6)
>>
>> >>
>>
>>
>> Sincerely,
>> (D)(6)
>>
>> The Crock-Pot® Brand
>>
>> http://www.crock-pot.com >>
>>
>> Original Message
> > From: (b)(6) (b)(6)
>> Sent: 3/15/2019 1:22 AM
>> To: crockpotconsumercare@newellco.com >> Subject: Re: Response from CrockPot - follow up
>>
> > Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have
sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
>> > Thank you so much!
>>
>> (b)(6)
>>
>> Sent from my iPhone >>
>> > On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
>>>
>>>
>>> >> Hi (b)(6)
>>> HI ((0)(0) ]
>>>
>>> We have been experiencing a high volume of emails and would like to apologize for the delayed response
>>> Thank you for providing all the information that we asked. It was more than what we expected and we
appreciate the fact that you gave us all the numbers and codes that you're seeing.
>>>
>>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>>> >> Prepaid Shipping Label will be sent after this email
>>>
>>> Have a great weekend (b)(6)
>>>
>>> >>>
>> Sincerely,
>>>
>>>(b)(6)
>>>
>>> The Crock-Pot® Brand >>>
>>> http://www.crock-pot.com
>>>
>>>
>>> Original Message
> > From: (b)(6) (b)(6) (b)(6) > > Sent: 2/25/2019 9:00 PM
>> To: crockpotconsumercare@newellco.com; (b)(6)
>> Subject: RE: Response from CrockPot

(b)(6)

```
>>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
            popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was
            scary!
           >>>
           >>> (b)(6)
           >>>
           >>> Sent from Mail for Windows 10
           >>>
           >>> From: Consumer Care - CrockPot
            > > Sent: Monday, February 25, 2019 8:51 AM
            >>> To: (b)(6)
            >>> Subject: Response from CrockPot
            >>>
           >>>
           >>>
           > > Dear (b)(6)
            >>>
            >>> Thank you for contacting Crock-Pot!
            >>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
            email and answer the following:
            >>>
           >>> 1. Name and Shipping address
            >> 2. Pictures of your product for identification
            >> 3. Clear front-view picture of the full product
            >>> 4. Take another photo showing the bottom of the product for material number
            >> 5. When and Where did you purchase the product?
            >>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
           >>> After we receive your information and photos, we will get back to you with the results of your request.
           >>>
           >>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
            >>>
           >>>
           >>>
           >> Sincerely,
            >>> (b)(6)
            >>> The Crock-Pot® Brand
            >>> http://www.crock-pot.com
            >>>
            >>>
            >>>
            >>>
            >>>
            >>>
            >>>
            >>
            >>
           > ref: 00Di0Ymyy. 5000H1EcFyF:ref
New email response for Case Number: 20892429
     Name (b)(6)
      Task ✓
  Due Date 3/18/2019
     Status Not Started
    Priority Normal
Assigned To (b)(6) (b)(6)
 Comments Thank you so much (b)(6) Wondering if there is a way to purchase a guarantee for the replacement?
            Hope your lunch was yummy. I'm
            On my way to get some lunch.
            Have a great day!
```

(p)(e)

```
Sent from my iPhone
> On Mar 18, 2019, at 12:39 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
>
> Hi (b)(6)
> I'm doing good, just ate my lunch and I am too full.
> How was your weekend?
> I have successfully processed your Express Crock replacement. As promised, it was processed as a one time
courtesy so you won't be charged for any fee.
> Please allow us to complete the shipment within 6 to 8 business days.
> I do apologize for any inconvenience this may have caused you.
> Order number: 1029507630
> I hope I was able to assist you with your concern. Have a great day ahead!
> You may receive a brief survey to rate the service you were provided. Please take a moment and let us know
how we are doing!
>
>
>
> Sincerely,
>
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
          --- Original Message -
> From: (b)(6)
                   (b)(6)
> Sent: 3/16/2019 2:57 PM
> To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot
> Hi (b)(6) the package has been shipped back to you.
> Thanks,
>
  (b)(6)
> Sent from my iPhone
>> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
>>
>>
>>
> > Hi (b)(6)
>>
>>
>> How are you?
>> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer
Service.
>> Please email me back here on Monday, if you have not received it and I will gladly assist you.
```

(b)(6)

> > Thank you and have a great weekend (b)(6)

>>
>>
>>
>>
>>
>> Sincerely,
>>
>> (b)(6)
>> The Corel Bath Bound
>> The Crock-Pot® Brand >>
>> http://www.crock-pot.com
>> http://www.crock-pot.com
>>
>> Original Message
>> From: ((b)(6) ((b)(6)
> Sent: 3/15/2019 1:22 AM
> > To: crockpotconsumercare@newellco.com
>> Subject: Re: Response from CrockPot - follow up
>>
> > Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have
sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
>> The land of the
>> Thank you so much!
>> >> (b)(6)
>> ((0)(0)
>> Sent from my iPhone
>>
>>> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
>>>
>>>
>>>
> > Hi (b)(6)
>>>
>>>
>>> We have been experiencing a high volume of emails and would like to apologize for the delayed response.
>>> Thank you for providing all the information that we asked. It was more than what we expected and we
appreciate the fact that you gave us all the numbers and codes that you're seeing.
>>>
>>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>>>
>>> Prepaid Shipping Label will be sent after this email
>>>
>>> Have a great weekend (b)(6)
>>>
>>> >>>
>>> Sincerely,
>>>
>>> (b)(6)
>>>
>>> The Crock-Pot® Brand
>>>
>>> http://www.crock-pot.com
>>>
>>>
> >>
>> Sent: 2/25/2019 9:00 PM
>>> To: crockpotconsumercare@newellco.com; (b)(6)
>> Subject: RE: Response from CrockPot
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>>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was
scary!
>>>
>>> (b)(6)

(b)(6)

```
>>>
>>> Sent from Mail for Windows 10
>>>
>>> From: Consumer Care - CrockPot
>> Sent: Monday, February 25, 2019 8:51 AM
>>> To: (b)(6)
>>> Subject: Response from CrockPot
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> > Dear (b)(6)
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>>> Thank you for contacting Crock-Pot!
>>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
email and answer the following:
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>>> 4. Take another photo showing the bottom of the product for material number
>>> 5. When and Where did you purchase the product?
>>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
>>>
>>> After we receive your information and photos, we will get back to you with the results of your request.
>>>
>>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>>
>>>
>>>
>> Sincerely,
>>> (b)(6)
>>> The Crock-Pot® Brand
>>> http://www.crock-pot.com
>>>
>>>
>>>
>>
>>
> ref:_00Di0Ymyy._5000H1EcFyF:ref
```

#### Case History

#### 3/19/2019 3:11 PM

User Integration

Connection

Action Changed Status from Pending Shipment to Closed.

## 3/18/2019 2:34 PM

User (b)(6) (b)(6)

Connection

Action Changed Status from Waiting on Consumer to Pending Shipment.

#### 3/1/2019 5:49 PM

User (b)(6) (b)(6)

Connection

Action Changed Subject from Crockpot Replacement to Crockpotsccppc600v1 -Exploded.

#### 2/25/2019 10:54 AM

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Case: 20892429 ~ Salesforce - Unlimited Edition User (b)(6) (b)(6) Connection Action Changed Status from Open to Waiting on Consumer. 2/25/2019 10:49 AM User (b)(6) (b)(6) Connection Changed Resolution to Reply. Changed Reason to Accommodation. Changed Brand to CrockPot. Changed Action Subject to Crockpot Replacement. 2/25/2019 10:47 AM User (b)(6) (b)(6) Connection Action Changed Account Name to Generic Consumer Account 2277. Created. **Emails** Re: Response from CrockPot Message Date 3/18/2019 3:55 PM Has Attachment Email Address (b)(6) Status Read Subject Re: Response from CrockPot Text Body Forgot to let you know that my weekend was fun. I visited with my family and got to play with my little niece and nephew. Sent from my iPhone > On Mar 18, 2019, at 12:39 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: > > Hi (b)(6) > I'm doing good, just ate my lunch and I am too full. > How was your weekend? > I have successfully processed your Express Crock replacement. As promised, it was processed as a one time courtesy so you won't be charged for any fee. > Please allow us to complete the shipment within 6 to 8 business days. > I do apologize for any inconvenience this may have caused you. > Order number: 1029507630 > I hope I was able to assist you with your concern. Have a great day ahead! > You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing! > > > > Sincerely, > (b)(6) > The Crock-Pot® Brand > http://www.crock-pot.com

Page 1186 of 2182

```
>
> .
          --- Original Message
> From: (b)(6)
                   (b)(6)
> Sent: 3/16/2019 2:57 PM
> To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot
> Hi (b)(6) the package has been shipped back to you.
>
> Thanks,
>
> (b)(6)
> Sent from my iPhone
>> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
>>
>>
> > Hi (b)(6)
>>
>>
> > How are you?
>> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer
Service.
>>
>> Please email me back here on Monday, if you have not received it and I will gladly assist you.
> > Thank you and have a great weekend (b)(6)
>>
>>
>>
>>
>>
> > Sincerely,
>>
>>(b)(6)
>>
>> The Crock-Pot® Brand
>> http://www.crock-pot.com
>>
>>
>> ----- Original Message -----
> > From: (b)(6)
                     (b)(6)
> > Sent: 3/15/2019 1:22 AM
>> To: crockpotconsumercare@newellco.com
> > Subject: Re: Response from CrockPot - follow up
>> Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to
have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
>> Thank you so much!
>>
>> (b)(6)
>>
> > Sent from my iPhone
>>> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com>
wrote:
>>>
>>>
>>>
>>> Hi (b)(6)
>>>
>>>
>>> We have been experiencing a high volume of emails and would like to apologize for the delayed
response.
>>>
```

(b)(6)

```
>>> Thank you for providing all the information that we asked. It was more than what we expected and we
appreciate the fact that you gave us all the numbers and codes that you're seeing.
>>>
>>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>>>
>>> Prepaid Shipping Label will be sent after this email
>>>
>>> Have a great weekend (b)(6)
>>>
>>>
>>>
>> Sincerely,
>>>
>>> (b)(6)
>>>
>>> The Crock-Pot® Brand
>>>
>>> http://www.crock-pot.com
>>>
>>>
>>> ----- Original Message ---
                      (b)(6)
> > From: (b)(6)
>> Sent: 2/25/2019 9:00 PM
>> To: crockpotconsumercare@newellco.com; (b)(6)
>> Subject: RE: Response from CrockPot
>>>
>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic
ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup!
It was scary!
>>>
>>> (b)(6)
>>>
>>> Sent from Mail for Windows 10
>>> From: Consumer Care - CrockPot
> > Sent: Monday, February 25, 2019 8:51 AM
>>> To: (b)(6)
>>> Subject: Response from CrockPot
>>>
>>>
>>>
>>> Dear (b)(6)
>>> Thank you for contacting Crock-Pot!
>>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to
this email and answer the following:
>>> 1. Name and Shipping address
>> 2. Pictures of your product for identification
>> 3. Clear front-view picture of the full product
>>> 4. Take another photo showing the bottom of the product for material number
>> 5. When and Where did you purchase the product?
>>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
>>>
>>> After we receive your information and photos, we will get back to you with the results of your request.
>>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>>
>>>
>>>
>>> Sincerely,
>>> (b)(6)
>>> The Crock-Pot® Brand
>>> http://www.crock-pot.com
>>>
>>>
>>>
>>>
```

Page 1188 of 2182 34/56

>> >> > ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

Re: Response	from CrockPot
Message Date	3/18/2019 3:05 PM
Has Attachment	
Email Address	(b)(6)
Status	
	Re: Response from CrockPot
100 000 000 000 000 000 000 000 000 000	Thank you so much (b)(6) Wondering if there is a way to purchase a guarantee for the replacement?
	Hope your lunch was yummy. I'm On my way to get some lunch.
	Have a great day!
	(b)(6)
	Sent from my iPhone
	> On Mar 18, 2019, at 12:39 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
	> >
	> Hi (b)(6) >
	> I'm doing good, just ate my lunch and I am too full.
	>
	> How was your weekend?
	> I have successfully processed your Express Crock replacement. As promised, it was processed as a one time courtesy so you won't be charged for any fee.
	<ul> <li>Please allow us to complete the shipment within 6 to 8 business days.</li> <li>I do apologize for any inconvenience this may have caused you.</li> </ul>
	> Order number: 1029507630
	> I hope I was able to assist you with your concern. Have a great day ahead!
	> You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
	> >
	>
	2
	> Sincerely,
	>
	> (b)(6)
	> The Creek Bet® Brand
	> The Crock-Pot® Brand >
	> http://www.crock-pot.com
	>
	> Original Magazaga
	> Original Message
	> Sent: 3/16/2019 2:57 PM

h(b)(6)

(b)(6)

```
> To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot
> Hi (b)(6) the package has been shipped back to you.
>
> Thanks,
>
> (b)(6)
>
> Sent from my iPhone
>> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
>>
>>
>>
> > Hi (b)(6)
>>
>>
> > How are you?
>> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer
Service.
>>
>> Please email me back here on Monday, if you have not received it and I will gladly assist you.
> > Thank you and have a great weekend (b)(6)
>>
>>
>>
>>
>>
> > Sincerely,
>>
> > (b)(6)
>>
>> The Crock-Pot® Brand
> > http://www.crock-pot.com
>>
>>
>> ----- Original Message -----
> > From: (b)(6)
                     (b)(6)
> > Sent: 3/15/2019 1:22 AM
>> To: crockpotconsumercare@newellco.com
> > Subject: Re: Response from CrockPot - follow up
>> Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to
have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
> > Thank you so much!
>> (b)(6)
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>> Sent from my iPhone
>>> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com>
wrote:
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>>>
>>>
>>> Hi (b)(6)
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>>>
>>> We have been experiencing a high volume of emails and would like to apologize for the delayed
>>>
>>> Thank you for providing all the information that we asked. It was more than what we expected and we
appreciate the fact that you gave us all the numbers and codes that you're seeing.
```

>>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you of 2182

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dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>>>
>>> Prepaid Shipping Label will be sent after this email
>>>
> > > Have a great weekend (b)(6)
>>>
>>>
>>>
>>> Sincerely,
>>>
>>> (b)(6)
>>>
>>> The Crock-Pot® Brand
>>>
>>> http://www.crock-pot.com
>>>
>>>
>>> ----- Original Message ----
                     (b)(6)
> > From: (b)(6)
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>> To: crockpotconsumercare@newellco.com; (b)(6)
>> Subject: RE: Response from CrockPot
>>>
>>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic
ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup!
It was scary!
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>>> (b)(6)
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>>> Sent from Mail for Windows 10
>>> From: Consumer Care - CrockPot
>> Sent: Monday, February 25, 2019 8:51 AM
>>> To: (b)(6)
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> > Dear (b)(6)
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>>> Thank you for contacting Crock-Pot!
>>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to
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>>> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>>
>>>
>>>
>>> Sincerely,
>>> (b)(6)
>>> The Crock-Pot® Brand
>>> http://www.crock-pot.com
>>>
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>>>
>>>
>>>
>>>
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Daananaa	f	Craal	-Dat
Response	HOIII	CIOCI	(POL

respondent	
Message Date	3/18/2019 2:39 PM
Has Attachment	
Email Address	(b)(6)
Status	
	Response from CrockPot
20000000	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Hi (b)(6)
	I'm doing good, just ate my lunch and I am too full.
	How was your weekend?
	I have successfully processed your Express Crock replacement. As promised, it was processed as a one time courtesy so you won't be charged for any fee.
	Please allow us to complete the shipment within 6 to 8 business days.  I do apologize for any inconvenience this may have caused you.
	Order number: 1029507630
	I hope I was able to assist you with your concern. Have a great day ahead!
	You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
	Sincerely,  [b)(6)  The Crock-Pot® Brand  www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	Thanks,
	(b)(6)
	Sent from my iPhone
	> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
	>
	>

> **Hi** (b)(6)

```
>
>
> How are you?
> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer
Service.
>
> Please email me back here on Monday, if you have not received it and I will gladly assist you.
> Thank you and have a great weekend (b)(6)
>
>
>
>
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
           -- Original Message ---
> From: (b)(6)
                    (b)(6)
> Sent: 3/15/2019 1:22 AM
> To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot - follow up
> Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have
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> > Hi (b)(6)
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response.
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appreciate the fact that you gave us all the numbers and codes that you're seeing.
>> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
>> Prepaid Shipping Label will be sent after this email
> > Have a great weekend (b)(6)
>>
>>
>>
> > Sincerely,
>>
>>(b)(6)
>>
> > The Crock-Pot® Brand
>> http://www.crock-pot.com
>>
```

>> (b)(6)

Substitution Substitution
>> Original Message
>> From: (b)(6) (b)(6)
>> Sent: 2/25/2019 9:00 PM
>> To: crockpotconsumercare@newellco.com; (b)(6)
> > Subject: RE: Response from CrockPot
>>
>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
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was scary!
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>> (b)(6)
>>
>> Sent from Mail for Windows 10
>>
>> From: Consumer Care - CrockPot
>> Sent: Monday, February 25, 2019 8:51 AM
>> To: (b)(6) >> Subject: Response from CrockPot
>> Subject: Response from CrockPot
>>
>>
>> Dear (b)(6)
>> bear [6)(6) ]
>> Thank you for contacting Crock-Pot!
>>
>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to
this email and answer the following:
>>
>> 1. Name and Shipping address
>> 2. Pictures of your product for identification
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>>
>>
>> Sincerely,
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>> The Crock-Pot® Brand
>> http://www.crock-pot.com
>> >>
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>>
>>
>
>ref:_00Di0Ymyy5000H1EcFyF:ref
The control of the co
from CrockPot

ke: kesponse	from CrockPot
Message Date	3/16/2019 2:57 PM
Has Attachment	
Email Address	(b)(6)
Status	Replied
Subject	Re: Response from CrockPot
Text Body	Hi (b)(6) the package has been shipped back to you.
	Thanks,
	(b)(6)

Page 1194 of 2182 40/56

# Sent from my iPhone

> On Mar 15, 2019, at 11:58 AM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
> >
> Hi (b)(6)
>
> How are you?
> now are you?
> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer
Service.
> Please email me back here on Monday, if you have not received it and I will gladly assist you.
>
> Thank you and have a great weekend (b)(6)
> >
>
>
> Sincerely,
> (b)(6)
> [LD NOT]
> The Crock-Pot® Brand
>
> http://www.crock-pot.com
> >
> Original Message
> From: (b)(6) (b)(6)
> Sent: 3/15/2019 1:22 AM
> To: crockpotconsumercare@newellco.com
> Subject: Re: Response from CrockPot - follow up
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>
> Thank you so much!
> Transaction of the state of t
> (b)(6) >
> Sent from my iPhone
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>> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
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>> Prepaid Shipping Label will be sent after this email
>>
> > Have a great weekend (b)(6)
>>
>> >>
>> Sincerely,

(b)(6)

>> (4.70)
>> (b)(6)
>> The Crock-Pot® Brand
>>
>> http://www.crock-pot.com >>
>>
>> Original Message
>> From: (b)(6) (b)(6)
>> Sent: 2/25/2019 9:00 PM >> To: crockpotconsumercare@newellco.com; (b)(6)
>> Subject: RE: Response from CrockPot
>>
>> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary!
>>
>> (b)(6)
>> > Sent from Mail for Windows 10
>> Sent from want for windows to
>> From: Consumer Care - CrockPot
>> Sent: Monday, February 25, 2019 8:51 AM
>> To: (b)(6) >> Subject: Response from CrockPot
>> Subject. Response from GrockFot
>>
>>
> > Dear (b)(6)
>> Thank you for contacting Crock-Pot!
>>
>> We understand that your time is valuable, and if it would be more convenient, you can reply directly to
this email and answer the following:
>> 1. Name and Shipping address
>> 2. Pictures of your product for identification
>> 3. Clear front-view picture of the full product
>> 4. Take another photo showing the bottom of the product for material number >> 5. When and Where did you purchase the product?
>> 6. Date Code which is located on the prong, it has a letter and 3 numbers
>>
>> After we receive your information and photos, we will get back to you with the results of your request.
>> > Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>>
>>
>>
> Sincerely, > \(\begin{align*}(\beg
>> The Crock-Pot® Brand
>> http://www.crock-pot.com
>>
>> >>
>>
>>
>>
>> >>
>
> ref:_00Di0Ymyy5000H1EcFyF:ref
from CrockPot

# RE: Response

Message Date 3/15/2019 8:20 PM Has Attachment Email Address (b)(6)

Page 1196 of 2182 42/56

Case: 20892429 ~ Salesforce - Unlimited Edition Status New Subject RE: Response from CrockPot Text Body Hi (b)(6) I'm doing good. How are you? Thanks for your email and thank you for sending the label and the instructions to send back the crockpot. I really appreciate it. Will send the crockpot back to you soon. Thank you and have a great weekend too! (b)(6)Sent from Mail for Windows 10 From: CrockPot Consumer Care Sent: Friday, March 15, 2019 11:58 AM To: (b)(6) Subject: Response from CrockPot Hi (b)(6) How are you? I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service. Please email me back here on Monday, if you have not received it and I will gladly assist you. Thank you and have a great weekend (b)(6) Sincerely, (b)(6)The Crock-Pot® Brand http://www.crock-pot.com ---- Original Message ---From: (b)(6) (b)(6) Sent: 3/15/2019 1:22 AM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot - follow up Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon? Thank you so much! (b)(6)

Sent from my iPhone

> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote:

>

> Hi (b)(6)

>

> We have been experiencing a high volume of emails and would like to apologize for the delayed response.

>

> Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.

Page 1197 of 2182

(b)(6)

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> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
> Prepaid Shipping Label will be sent after this email
> Have a great weekend (b)(6)
>
>
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
> ----- Original Message ---
> From: (b)(6)
                   (b)(6)
> Sent: 2/25/2019 9:00 PM
> To: crockpotconsumercare@newellco.com; (b)(6)
> Subject: RE: Response from CrockPot
> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It
was scary!
> (b)(6)
> Sent from Mail for Windows 10
> From: Consumer Care - CrockPot
> Sent: Monday, February 25, 2019 8:51 AM
> To: (b)(6)
> Subject: Response from CrockPot
> Dear (b)(6)
> Thank you for contacting Crock-Pot!
> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
email and answer the following:
> 1. Name and Shipping address
> 2. Pictures of your product for identification
> 3. Clear front-view picture of the full product
> 4. Take another photo showing the bottom of the product for material number
> 5. When and Where did you purchase the product?
> 6. Date Code which is located on the prong, it has a letter and 3 numbers
> After we receive your information and photos, we will get back to you with the results of your request.
> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
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Page 1198 of 2182

> ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

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Response	HOIII	CIOC	KPOL

Kesponse non	1 CTOCKT OF
Message Date	3/15/2019 1:58 PM
Has Attachment	
Email Address	(b)(6)
Status	Sent
Subject	Response from CrockPot
200300000000000000000000000000000000000	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Hi (b)(6)
	How are you?
	I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer Service.
	Please email me back here on Monday, if you have not received it and I will gladly assist you.
	Thank you and have a great weekend (b)(6)
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	From: (b)(6) (b)(6)  Sent: 3/15/2019 1:22 AM  To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot - follow up  Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
	Thank you so much!
	(b)(6)
	Sent from my iPhone
	> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote: &gt;  &gt;  &gt; Hi (b)(6) &gt;  &gt; (6)</crockpotconsumercare@newellco.com>
	> We have been experiencing a high volume of emails and would like to apologize for the delayed response. >
	> Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.

Page 1199 of 2182 45/56

```
> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you
dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
> Prepaid Shipping Label will be sent after this email
> Have a great weekend (b)(6)
>
>
>
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
        ----- Original Message -----
> From: (b)(6)
                    (b)(6)
> Sent: 2/25/2019 9:00 PM
> To: crockpotconsumercare@newellco.com; (b)(6)
> Subject: RE: Response from CrockPot
> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring
popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It
was scary!
> (b)(6)
> Sent from Mail for Windows 10
> From: Consumer Care - CrockPot
> Sent: Monday, February 25, 2019 8:51 AM
> To: (b)(6)
> Subject: Response from CrockPot
> Dear (b)(6)
> Thank you for contacting Crock-Pot!
> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
email and answer the following:
> 1. Name and Shipping address
> 2. Pictures of your product for identification
> 3. Clear front-view picture of the full product
> 4. Take another photo showing the bottom of the product for material number
> 5. When and Where did you purchase the product?
> 6. Date Code which is located on the prong, it has a letter and 3 numbers
> After we receive your information and photos, we will get back to you with the results of your request.
> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
> Sincerely,
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
>
>
>
```

Page 1200 of 2182

>ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

Re: Response	from CrockPot - follow up
Message Date	3/15/2019 1:22 AM
Has Attachment	
Email Address	(b)(6)
Status	Replied
Subject	Re: Response from CrockPot - follow up
Text Body	Hi (b)(6) I wanted to follow up with you regarding the crockpot packaging slip that you were going to have sent to me. I have not yet received it. I was wondering when could I expect it? Will it be soon?
	Thank you so much!
	(b)(6)
	Sent from my iPhone
	> On Mar 1, 2019, at 3:48 PM, Consumer Care - CrockPot <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
	>
	> U: (6)(6)
	> Hi (b)(6)   >
	>
	> We have been experiencing a high volume of emails and would like to apologize for the delayed response.
	> Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.
	> We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.
	> Prepaid Shipping Label will be sent after this email
	> Have a great weekend (b)(6)
	>
	>
	> Sincerely,
	> (b)(6)
	>
	> The Crock-Pot® Brand
	>
	> http://www.crock-pot.com >
	>
	> Original Message
	> From: (b)(6) (b)(6) > Sent: 2/25/2019 9:00 PM
	> To: crockpotconsumercare@newellco.com; (b)(6)
	> Subject: RE: Response from CrockPot
	>
	> Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It
	was scary!
	>
	> (b)(6)
	> Sent from Mail for Windows 10
	>
	> From: Consumer Care - CrockPot
	> Sent: Monday, February 25, 2019 8:51 AM > To: (b)(6)
	> To: (0)(0) > Subject: Response from CrockPot
	Carjon Hospido Holl Groun of

Page 1201 of 2182 47/56

>
>
> Dear (b)(6)
>
> Thank you for contacting Crock-Pot!
> " 257
> We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
>
> 1. Name and Shipping address
> 2. Pictures of your product for identification
> 3. Clear front-view picture of the full product
> 4. Take another photo showing the bottom of the product for material number
> 5. When and Where did you purchase the product?
> 6. Date Code which is located on the prong, it has a letter and 3 numbers
> After we receive your information and photos, we will get back to you with the results of your request.
>
> Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
>
>
>
> Sincerely,
> <u>(b)(6)</u>
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
>
>
>
>
>
>
> ref:_00Di0Ymyy5000H1EcFyF:ref

Response fron	n CrockPot				
Message Date	3/1/2019 5:48 PM				
Has Attachment					
Email Address	libbydeliote@gmail.com				
Status	Sent				
Subject	Response from CrockPot				
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]				
	Hi (b)(6)				
	We have been experiencing a high volume of emails and would like to apologize for the delayed response.				
	Thank you for providing all the information that we asked. It was more than what we expected and we appreciate the fact that you gave us all the numbers and codes that you're seeing.				
	We will be sending you a Prepaid Shipping Label to have the unit returned back to us and after you dropped it to UPS, send me an email here and we will give you the promised one time courtesy replacement.				
	Prepaid Shipping Label will be sent after this email				
	Have a great weekend (b)(6)				
	Sincerely,				
	(b)(6)				
	The Crock-Pot® Brand				

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www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a> Original Message --From: (b)(6) (b)(6)Sent: 2/25/2019 9:00 PM To: crockpotconsumercare@newellco.com; (b)(6) Subject: RE: Response from CrockPot Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary! (b)(6)Sent from Mail for Windows 10 From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM **To**: (b)(6) Subject: Response from CrockPot Dear (b)(6) Thank you for contacting Crock-Pot! We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: 1. Name and Shipping address 2. Pictures of your product for identification 3. Clear front-view picture of the full product 4. Take another photo showing the bottom of the product for material number 5. When and Where did you purchase the product? 6. Date Code which is located on the prong, it has a letter and 3 numbers After we receive your information and photos, we will get back to you with the results of your request. Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you. Sincerely, (b)(6)The Crock-Pot® Brand http://www.crock-pot.com ref: 00Di0Ymyy. 5000H1EcFyF:ref

#### RE: Response from CrockPot

Message Date 2/25/2019 9:00 PM Has Attachment ✓ Email Address (b)(6) Status Replied

Subject RE: Response from CrockPot

Text Body Hi (b)(6) This is another pic that I took so that you can see the inner side of the lid. This inner plastic ring popped out when the lid exploded off the pot and the steam button popped out too with half of my soup! It was scary!

(b)(6)

(b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### RE: Response from CrockPot

Message Date	2/25/2019 8:54 PM
Has Attachment	✓
Email Address	(b)(6)
Status	New
Subject	RE: Response from CrockPot
Text Body	This is the last picture that I to

This is the last picture that I took. Let me know if you need additional photos and let me know what are the next steps.

Thank you!

(b)(6)

Sent from Mail for Windows 10

From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM

**To**: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this

Page 1204 of 2182

email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

## RE: Response from CrockPot

Message Date 2/25/2019 8:52 PM

Has Attachment ✓

Email Address (b)(6)

Status New

Subject RE: Response from CrockPot Text Body Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

Dear (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### RE: Response from CrockPot

Message Date 2/25/2019 8:50 PM

Has Attachment ✓

Email Address (b)(6)

Status New

Subject RE: Response from CrockPot Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

**To:** (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product

Text Body

- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product? 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

#### RE: Response from CrockPot

Message Date 2/25/2019 8:50 PM

Has Attachment ✓

Email Address (b)(6)

Subject RE: Response from CrockPot Text Body Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

**To**: (b)(6) Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely, (b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

## RE: Response from CrockPot

Message Date 2/25/2019 8:47 PM

Has Attachment ✓

Email Address (b)(6)

Status New

Subject RE: Response from CrockPot Text Body Sent from Mail for Windows 10

From: Consumer Care - CrockPot

Sent: Monday, February 25, 2019 8:51 AM

To: (b)(6)

Subject: Response from CrockPot

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Page 1207 of 2182

	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.				
	Sincerely, (b)(6) The Crock-Pot® Brand http://www.crock-pot.com				
RF: Resnanse	ref:_00Di0Ymyy5000H1EcFyF:ref from CrockPot				
	2/25/2019 8:45 PM				
Has Attachment					
Email Address	ethi.				
Status					
0.000,000,000	RE: Response from CrockPot				
Control of the Contro	Hi (b)(6) thanks for your email and assistance with this Express Cook Crock Pot that I received as a gift from				
	my friends during this past Christmas, December 2018. I have really enjoyed cooking with it. I have only had it for the past 2 months and have made about 10 yummy soups, until the crock pot exploded. My friends purchased the Crock Pot at Kohl's. If you need their receipt, I'll be glad to request it from them.				
	My name is (b)(6)  My address is:(b)(6)  My phone #(b)(6)				
	The model #SCCPPC600-V1 120v- 60hZ 1000w				
	PN 193289				
	QC pass 02				
	On the box is says: PN 193012 Rev C				
	Under the serial lines it says: 0 4889406691 7				
	There is a stamp that says LO71JN11				
	CSB-SC0617-CRP51156				
	Thank you for your assistance. Much appreciated. Can I obtain a guarantee on the replacement? Would that be possible?				
	(b)(6)				
	Sent from Mail for Windows 10				
	From: Consumer Care - CrockPot Sent: Monday, February 25, 2019 8:51 AM To: (b)(6) Subject: Response from CrockPot				
	Dear (b)(6)  Thank you for contacting Crock-Pot!				

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: (b)(6)

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

### Response from CrockPot

Message Date 2/25/2019 10:51 AM Has Attachment

Email Address (b)(6)

Status Sent

Subject Response from CrockPot

Text Body [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]

**Dear** (b)(6)

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Name and Shipping address
- 2. Pictures of your product for identification
- 3. Clear front-view picture of the full product
- 4. Take another photo showing the bottom of the product for material number
- 5. When and Where did you purchase the product?
- 6. Date Code which is located on the prong, it has a letter and 3 numbers

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

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# ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

# Chatter Text Posts

(b)(6) (b)(6) (b)(6) (b)(6) March 18, 2019 at 2:40 PM
(b)(6) (b)(6) consumer sent the unit back placed order under accommodation even if the unit is 4 months old - given as a gift processed - advised time frame - 1029507630 March 18, 2019 at 2:40 PM
(b)(6) (b)(6) consumer said she has not received the email yet resent advised to reply back on Monday IF she still didn't receive it March 15, 2019 at 1:59 PM
(b)(6) (b)(6) created Prepaid Shipping Label and will wait for consumer to ship the unit back to us prior to placing an order March 1, 2019 at 5:50 PM
(b)(6) (b)(6) consumers crock-pot exploded was given as a gift used 10x for soups received Dec 2018 advised about one time courtesy once she sends the information needed prior to replacement consumer mentioned no one got hurt / no property damage February 25, 2019 at 10:54 AM

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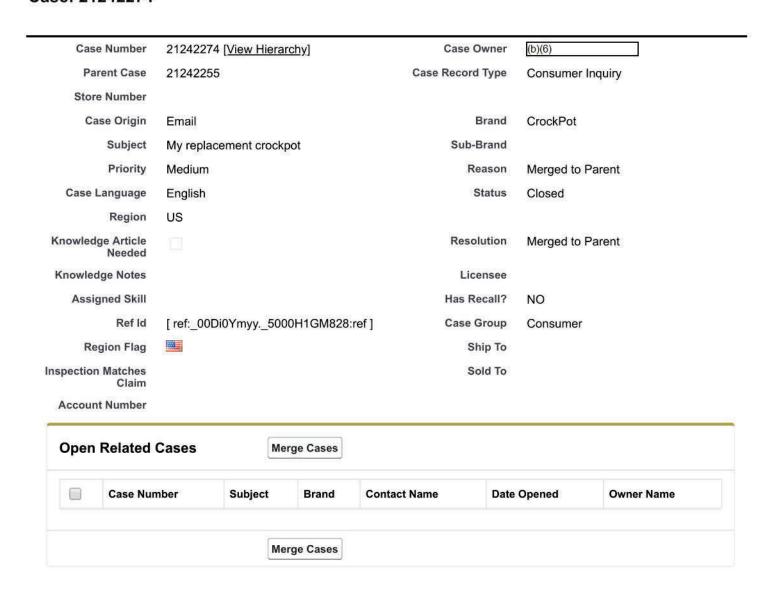
Case: 21242274

Close Window

**Print This Page** 

Expand All | Collapse

All



# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 5 Keyword Legal 6 Keyword Recall 7 Keyword Recall 7 Keyword Recall 7 Keyword Recall 8 Keyword Recall 7 Keyword Recall 8 Keyword Recall 9 Keyw

# Description

Description Thank you again (b)(6)

	7 77 77 77 77 77 77 77 77 77 77 77 77 7						
	I really appreciate the replacement you have arranged for me to receive.						
	This is the proof of receipt.						
	Is there a reference number of something that I may have just in case? Or a guarantee I may purchase fo this unit?  Once again thank you so much!						
	(b)(6)						
	801-633-7735						
Other Contact Us Data							
External Order Number			External Refund Number				
Contact Data							
Account Name	Generic Consumer Account	t 2277	New Email From Customer				
<b>Contact Name</b>	(b)(6) (b)(6)		New Email Counter	1			
Consumer Hold			Web Name				
<b>Contact Phone</b>	8016337735		Web Phone				
Contact Email	(b)(6)		<b>Email Sender</b>	(b)(6)			
Email-to-Fax			Case Email	crockpotconsumercare@newellco.com			
Preferred Method			Declined Marketing Data				
Notes							
SAP Notes							
SAP Notes Internal		9-04-18 13:15:30	]				
	Merged to Parent						
Change Sales A	rea Update S	Sales Area					
Sales Organization	USC	04-Appliance &	Cookware ▼				
Distribution Chann	el 04-0	Consumer	7				
Division			▼ ]				
	Hadata 6	Sales Area					

Case Images

Page 1212 of 2182 2/6



#### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

#### System Information

Date/Time Opened 3/29/2019 6:39 PM Created By Integration, 3/29/2019 6:39 PM

Date/Time Closed 4/18/2019 9:15 AM Last Modified By (b)(6) 4/18/2019 9:15 AM

SAP Notes Update 4/18/2019 9:15 AM Special Routing

First Email Response Legacy Incident

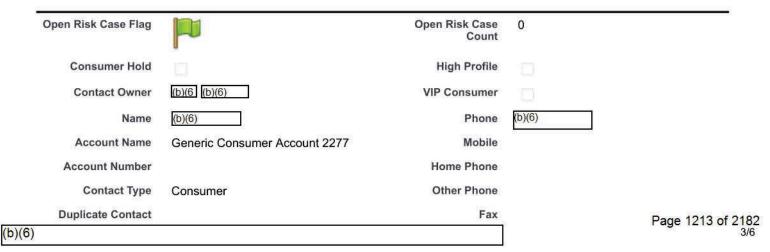
Number

Survey Date Owner Division Araneta

Other Call Data Created By Division

UCID

# **Contact Information**



	Contact Record Type Ext-Data Stage Source System Ext-Data Stage ID	Consumer
	Ext-Data Stage Source System	Consumer
	9422 17452 177 14200	Consumer
	Commence of the second	
	Last Modified By	Integration, 4/2/2019 12:05 AM
(0)(0)	Committee and Advantage and Ad	(b)(6) (b)(6) 2/25/2019 10:46 AM
ion		
	Date	*** <b>==</b> 5.0
	22 2007000 222 24	4/2/2019
	Days Since Last	92
	Last Stay-in-Touch Save Date	
	Last Stay-in-Touch Request Date	
	Mass_Communication Opt Out	
	Brand Preferences	
nation		
	Other Address	
	House Number Other	
(b)(6)	Other Address	United States
52		
	Contact Lock	
English		
		(b)(6)
		tion  (b)(6)  Other Address  House Number Other Address Country Code ISO Other Address Country Code ISO Other Address  Mass_Communication Opt Out Last Stay-in-Touch Request Date Last Stay-in-Touch Save Date  Days Since Last Survey Last Survey Sent Date  Con  (b)(6)  Created By Last Modified By

**Attachments** 

Page 1214 of 2182 4/6

IMG_9510.JI	PG		Attachment	_1.txt
Size	35KB		Size	6 bytes
	Integration			Integration
STRANGE CONTRACTOR	View file			View file
	3/29/2019 6:39 PM			3/29/2019 6:39 PM
IMG_9511.JF	PG		Attachment	_2.txt
Size	38KB		Size	6 bytes
Ownership	Integration		Ownership	Integration
View	View file		View	<u>View file</u>
Last Modified	3/29/2019 6:39 PM		Last Modified	3/29/2019 6:39 PM
¥11				
Attachment		The state of the s	Attachment	7
	25 bytes			6 bytes
	Integration			Integration
	View file			View file
Last Modified	3/29/2019 6:39 PM		Last Modified	3/29/2019 6:39 PM
IMG_9513.JI	PG		Attachment	4 tyt
December 1997	35KB		A COMMON CONTRACTOR AND A STATE OF THE PARTY	6 bytes
	Integration			Integration
	View file			View file
	3/29/2019 6:39 PM			3/29/2019 6:39 PM
Last Woulled	3/23/2013 0.03 1 W		Last Woulded	3/23/2013 0.03 1 M
IMG_9521.JI	PG		IMG_9512.J	PG
Size	42KB		Size	29KB
Ownership	Integration		Ownership	Integration
View	View file		View	View file
Last Modified	3/29/2019 6:39 PM		Last Modified	3/29/2019 6:39 PM
Case Histor	All languages and			
4/18/2019 9:1	15 AM			
User (b	)(6)			
Connection				
		to Merged to Parent. Changed	d Reason to M	erged to Parent. Changed Status from Open to
C	losed.			
4/18/2019 9:1	15 AM			
User (b	district acceptable			
Connection	7.1	13		
	hanged Case Owne	r from Consumer Care Queue	to (b)(6)	
, , , , , , , , ,	nungen enee enne		(C) (C)	
3/29/2019 6:3	39 PM			
User In	ntegration			
Connection				
Action C	hanged Account Na	ame to Generic Consumer Acc	ount 2277. Cr	eated.
C				
Emails My replacem	ant aracknot			
Of the second se	ent crockpot			
242 Mark August State (1992) Contract State (1992)	te 3/29/2019 6:39 PI	WI.		
Has Attachme	heliot.			
Email Addres	No.			
Statu	us Read			

Page 1215 of 2182 5/6

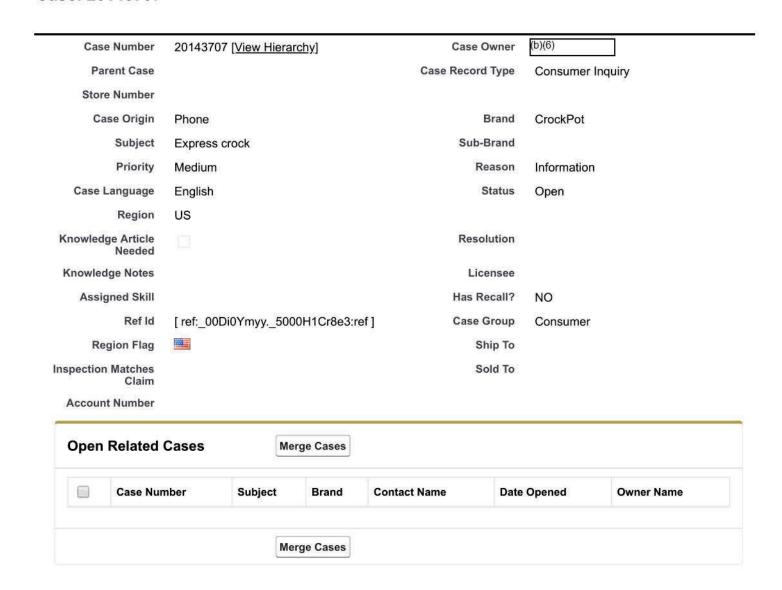
Subject	My replacement crockpot
	Thank you again (b)(6)
	I really appreciate the replacement you have arranged for me to receive.
	This is the proof of receipt.
Text Body	Is there a reference number of something that I may have just in case? Or a guarantee I may purchase for this unit?
	Once again thank you so much!
	(b)(6)
	(b)(6)
Chatter	
Text Posts	
(b)(6) April 18, 2019 at 9	Merged to Parent 9:15 AM

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Case: 20143707

- Close Window
- Print This Page
- Expand All | Collapse
  All



# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Legal 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

#### Description

Description Called and wanted to know how to use; advised of how to use

Other Contact Us Data

**External Refund External Order** Number Number

Contact Data	Co	ntac	t D	ata
--------------	----	------	-----	-----

**Account Name** Generic Consumer Account 2243 **New Email From** Customer **New Email Counter Contact Name** (b)(6)Consumer Hold Case Email crockpotconsumercare@newellco.com (b)(6)**Contact Phone Declined Marketing** 

**Contact Email** 

Email-to-Fax **Preferred Method** 

#### **Notes**

**SAP Notes** 

**SAP Notes Internal** : 2018-12-27 19:26:49] (b)(6)

Called and wanted to know how to use; advised of how to use



#### Case Images

No Images found!

#### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# **System Information**

Date/Time Opened 12/27/2018 2:26 PM Created By (b)(6) 12/27/2018 2:26 PM

Date/Time Closed Last Modified By (b)(6) 12/27/2018 2:27 PM

SAP Notes Update 12/27/2018 2:26 PM

First Email Response Legacy Incident

Number

**Special Routing** 

Survey Date Owner Division HGS

Other Call Data Created By Division HGS

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
<b>Account Name</b>	Generic Consumer Account 2243	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	4
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	
		Country Code ISO Other Address	

Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) 12/27/2018 2:26 PM
MobilePhone Raw		Last Modified By	Integration, 6/22/2019 11:35 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
<b>Custom Links</b>			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Case History 12/27/2018 2:26 PM			
User (b)(6) Connection	<u> </u>		
		nged Brand to CrockPot. Changed I	Description. Changed Subject to
12/27/2018 2:26 PM			
User (b)(6) Connection Action Changed A	.ccount Name to Generic C	onsumer Account 2243. Created.	
Chatter Text Posts			
(b)(6) Called and December 27, 2018 at 2::	wanted to know how to use; 26 PM	advised of how to use	

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(b)(6)



Case: 20146741

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<b>Custom Links</b>				Not Risk			
Case Number	20146741	[View Hierar	chy]	Case	Owner	(b)(6)	
Parent Case				Case Reco	rd Type	RM Risk	
Case Origin	Phone						
Subject	ER EXPR	ESS CROCK	NO CLAIM		Brand	CrockPot	
Priority	Medium			Sub	-Brand		
Case Language	English				Reason	Risk	
Region	US				Status	Closed	
Knowledge Article Needed				Res	olution	Refund	
Knowledge Notes				LI LI	icensee		
Assigned Skill				Has	Recall?	NO	
Region Flag				Case	Group	Legal	
Account Number					Ref Id	[ ref:_00Di0	Ymyy5000H1CrCae:ref]
					Sold To		
Open Related	Cases	Mer	ge Cases				
Case Nur	nber	Subject	Brand	Contact Name	Date	Opened	Owner Name
		Mer	ge Cases				

Keyword Recall 1
Keyword Recall 2
Keyword Recall 3
Keyword Recal Template
Keyword Auto Response
External Refund Number

# **A&C Data** Case Escalation Claim Source Source Iron Mountain Box Number **Contact Data Account Name** Generic Consumer Account 2243 **New Email From** Customer **New Email Counter Contact Name** (b)(6)Case Email Consumer Hold Contact Phone (b)(6)**Declined Marketing** Data **Contact Email** Email-to-Fax Preferred Method Notes **SAP Notes** SAP Notes Internal : 2019-01-16 18:50:261 CALLED CONSUMER TO ADVISE EXPRESS CROCK RECEIVED BACK ON 01/04/2019 WILL REQUEST A REFUND AT OUR PRICING OF 99.99. : 2018-12-28 13:10:54] ER RETURN LABEL EMAILED (b)(6) : 2018-12-27 22:54:19] THE CONSUMER WAS TRANSFERRED FROM ANOTHER CALL CENTER - THIS WAS THE FIRST USE AND SHE WAS GOING BY THE RECIPE IN OUR COOK BOOK- SHE STATED SHE HAD CONCERN

ABOUT THE VALVE ON THE TOP BEING LOOSE SO SHE CALLED SUPPORT AND THEY TOLD HER IT SHOULD BE LOOSE BUT IN THE LOCK POSITION. THE INCIDENT HAPPENED 15-20 MINUTES AGO THE SOUP HAD BEEN COOKING FOR 20-25 AND SHE HEARD A NOISE AND THE LID HAD BLOWN OFF AND WAS LAYING BESIDE THE COOKER AND THE VALVE IN THE SINK. NO P/I OR P/D WILL ISSUE PPSL AND SHE WILL LET ME KNOW IF SHE WANTS A REFUND OR REPLACEMENT.



#### Case Images

(b)(6)

		Open All	
SignatureImage.C	GIF	UPS	S UPS UP! S UPS UP! S UPS UP!
RISK MANAGEME	NT		
Status of Claim		Was there more than 1 Person Injured?	
Date Claim Settled		More than 1 Property Item Damaged?	
Claim Detail			
Possible Risk		Is Product available for Inspection?	
Pursuing Claim?		Not available for Inspection-Why?	
Handled By			
Injury / Property			
Incident Date		Incident Location	
Store of Purchase			
lospital/Doctor Visit		Hospital/Doctor Report	
Keyword Type			
Keyword Root		Keyword Body Part	
Receive Product In	nformation		
Product Received Date		Number of products being returned	
		Number of products received	
Description			
escription Summary			
Claim Refund/Rep	lacement Inform	tion	
Send Carton?		Carton Order#	
Send Replacement?		Replacement Order #	
Ordered Refund?		Refund Amount	
Inspection			
Hold for inspection			

Page 1223 of 2182 3/7

/3/2019		Case: 20146741 ~ Salesforce - Unlimited E	Edition
Asked for product?		Email CSR upon receipt	
Inspected By		Inspection Matches Claim	
		Inspection Detail	
1st Injury Informa	tion		
Name of Injured Party		Product Involved- Injury	
Who was Injured?			
Gender		Age	
This Person had more than 1 Injury?		Age(mos)	
		Height(in)	
		Weight(lbs)	
Body Part Involved		Body Part Injury	
1st Property Dama	age Information		
What was Damaged?		Product Involved	
Cost of the Damaged Property		Refund Product?	
		Replace Product?	
Quote #1		Source for Quote #1	
Quote #2		Source for Quote #2	
Proposed Refund Amount			
Proposed Property Settlement			
Check Request Amount	USD 0.00		
Conversation			
System Information	on		
Date/Time Opened	12/27/2018 5:48 PM	Created By	(b)(6) 12/27/2018 5:48 PM
Date/Time Closed	1/23/2019 2:32 AM	Last Modified By	Integration, 1/23/2019 2:32 AM
SAP Notes Update	1/16/2019 1:50 PM	Special Routing	
First Email Response		Legacy Incident Number	
Survey Date		Owner Division	Convergys
Other Call Data		Created By Division	Convergys
UCID			
Contact Inforn	nation		
Open Risk Case Flag		Open Risk Case	0



	Consumer Hold		High Profile	
	<b>Contact Owner</b>	(b)(6)	VIP Consumer	
	Name	(b)(6)	Phone	(b)(6)
	Account Name	Generic Consumer Account 2243	Mobile	
	Account Number		Home Phone	
	<b>Contact Type</b>	Consumer	Other Phone	
	<b>Duplicate Contact</b>		Fax	
	Duplicate Contact Identifier		Email	(b)(6)
	Region	US	Preferred Method	
	Language	English	Open Moneybacks	4
	Company Name		Contact Lock	
	Job Title			
	Address Informa	Va		(L)(C)
	Mailing Address	(b)(6)	Other Address	(b)(6)
			House Number Other Address	
			Country Code ISO	
			Other Address	
	Additional Inform	nation		
	Birthdate		<b>Brand Preferences</b>	
	Gender		Mass_Communication Opt Out	
	Marital Status		Last Stay-in-Touch Request Date	
	# of Persons in Household		Last Stay-in-Touch Save Date	
	Description			
	Merge Details			
	U.A.C			
	Survey section			
	Survey Unsubscribe		Days Since Last Survey	0
	Survey Unsubscribe Date		Last Survey Sent Date	
	System Informat	ion		
	Phone Raw	(b)(6)	Created By	(b)(6) 12/27/2018 2:26 PM
	MobilePhone Raw		<b>Last Modified By</b>	Integration, 6/22/2019 11:35 AM
	HomePhone Raw		Contact Record Type	Consumer
	OtherPhone Raw		Ext-Data Stage Source System	D 1005 1
(b)(6)				Page 1225 of

#### Ext-Data Stage ID

#### **Custom Links**

Google Search

Google Maps

Send Gmail

Yahoo! Weather

Activity Report by Contact

# **Case Products** CP-0007761949

Record Status 🔯

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

**Under Warranty** 

#### **Attachments**

#### SignatureImage.GIF

#### SignatureImage.GIF

Size 10KB

Ownership (b)(6)

Size 10KB Ownership Integration

View View file

View View file

Last Modified 1/5/2019 8:28 AM

Last Modified 1/5/2019 8:28 AM

#### ReturnLabel-SequenceNumber-1.GIF

Ownership (b)(6)

View View file

# Size 31KB

Last Modified 12/28/2018 8:09 AM

# **Activity History**

#### **OTHER**

Name (b)(6)

Task

Due Date

Assigned To (b)(6)

Last Modified Date/Time 12/28/2018 8:11 AM

**CF-HATTIESBURG** 

N/C

**EMAIL LABEL** 

Comments EXPRESS CROCK- MODEL SCCPPC600-V1

: 2018-12-28 13:10:54]

ER RETURN LABEL EMAILED (b)(6)

# Moneyback MB0160644

Request Date 1/16/2019 Request Amount USD 99.99 Request Type Check Request Request Status Payment Made Process Date 1/22/2019

Page 1226 of 2182

Process Reference Number 1000436005 Process Amount USD 99.99

Case	History
------	---------

1/23/2019	2:33 AM
-----------	---------

User Integration

Connection

Action Changed Resolution to Refund. Changed Status from Pending to Closed.

#### 1/17/2019 10:37 AM

User (b)(6)

Connection

Action Changed Status from Open to Pending.

#### 12/27/2018 5:49 PM

User (b)(6)

Connection

Action Changed Reason to Risk. Changed Brand to CrockPot. Changed Subject to ER EXPRESS CROCK NO CLAIM.

#### 12/27/2018 5:48 PM

User (b)(6)

Connection

Action Changed Account Name to Generic Consumer Account 2243. Created.

#### Chatter

#### **Text Posts**

(b)(6) Check Request approved for this case.

https://newellrubbermaid.my.salesforce.com/a1t0H000008tWSVQA2 Approval Notes: null

January 17, 2019 at 10:37 AM

(b)(6) CALLED CONSUMER TO ADVISE EXPRESS CROCK RECEIVED BACK ON 01/04/2019 WILL REQUEST A REFUND AT OUR PRICING OF 99.99.

January 16, 2019 at 1:50 PM

(b)(6) ER RETURN LABEL EMAILED (b)(6)

December 28, 2018 at 8:10 AM

(b)(6) THE CONSUMER WAS TRANSFERRED FROM ANOTHER CALL CENTER – THIS WAS THE FIRST USE AND SHE WAS GOING BY THE RECIPE IN OUR COOK BOOK- SHE STATED SHE HAD CONCERN ABOUT THE VALVE ON THE TOP BEING LOOSE SO SHE CALLED SUPPORT AND THEY TOLD HER IT SHOULD BE LOOSE BUT IN THE LOCK POSITION. THE INCIDENT HAPPENED 15-20 MINUTES AGO THE SOUP HAD BEEN COOKING FOR 20-25 AND SHE HEARD A NOISE AND THE LID HAD BLOWN OFF AND WAS LAYING BESIDE THE COOKER AND THE VALVE IN THE SINK. NO P/I OR P/D WILL ISSUE PPSL AND SHE WILL LET ME KNOW IF SHE WANTS A REFUND OR REPLACEMENT.

December 27, 2018 at 5:54 PM

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(b)(6) Page 1227 of 2182

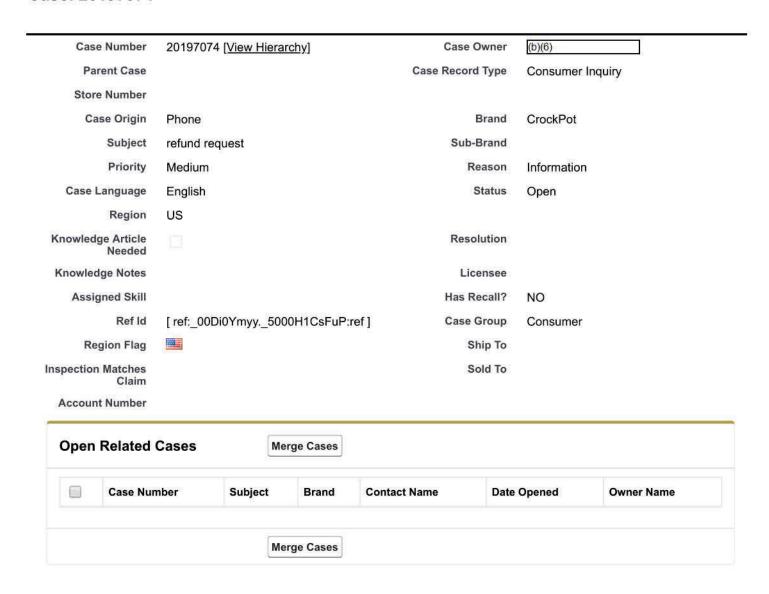


Case: 20197074

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All



# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 7 Keyword Auto 8 Keyword Aut

Description

Description called to tell us she just wants her refund per (b)(6) in er her unit blew up.... sent a request for a

refund

-		-	4 / /4/		-
1	hor	CON	tact	He	Date

External Order External Refund
Number Number

#### **Contact Data**

**Account Name** Generic Consumer Account 2243 **New Email From** Customer **New Email Counter Contact Name** (b)(6)Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone Declined Marketing** (b)(6)Data Contact Email Email-to-Fax **Preferred Method** 

#### Notes

SAP Notes

SAP Notes Internal (b)(6) 2019-01-03 14:23:32]

called to tell us she just wants her refund per landon mullin in er her unit blew up.... sent a request for a refund

Change Sales Area

Sales Organization

US04-Appliance & Cookware

Distribution Channel

04-Consumer

Division

2C-Home Appliances

Update Sales Area

#### Case Images

No Images found!

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# **System Information**

Date/Time Opened 1/3/2019 9:18 AM Created By (b)(6) 1/3/2019 9:18 AM

Date/Time Closed Last Modified By (b)(6) 1/3/2019 9:23 AM

SAP Notes Update 1/3/2019 9:23 AM Special Routing

First Email Response Legacy Incident

Number

Survey Date Owner Division HGS

Other Call Data Created By Division HGS

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
<b>Account Number</b>		Home Phone	
<b>Contact Type</b>	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	4
<b>Company Name</b>		Contact Lock	
Job Title			
Address Information	tion		
Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	

Other Address

Additional Infor	mation		
Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description Merge Details			
Survey section			
Survey Unsubscribe	l [m]	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informa	ition		
Phone Raw	(b)(6)	Created By	(b)(6) 12/27/2018 2:26 PM
MobilePhone Raw	į.	Last Modified By	Integration, 6/22/2019 11:35 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Related Cases 20199718			
	und request		
Priority Me			
Date/Time Opened 1/3 Status Op			
Owner (b)(			
Description cal	led to tell us she just want und	s her refund per(b)(6) in er	her unit blew up sent a request for a
Case History 1/3/2019 9:23 AM			
User (b)(6)			
Connection	270		
Action Changed request.	Reason to Information. Ch	anged Brand to CrockPot. Changed I	Description. Changed Subject to refund

Page 1231 of 2182 4/5

1/3/2019 9	:18 AM
User	(b)(6)
Connection	
Action	Changed Account Name to Generic Consumer Account 2243. Created.
Chatter	
Text Posts	3
(b)(6) January 3, 2	called to tell us she just wants her refund per (b)(6) in er her unit blew up sent a request for a refund

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Case: 20199954

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Case Number	20199954 [View Hierard	chy]	Case Ow	/ner (b)(6)	
Parent Case	20146206		Case Record T	ype Consumer Ir	nquiry
Store Number					
Case Origin	Phone		Br	and CrockPot	
Subject	Crockpot SCCPPC600 to contact the consume crock pot multi cooker 6	r in regards to		and	
Priority	Medium		Rea	son Information	
Case Language	English		Sta	atus Closed	
Region	US				
Knowledge Article Needed			Resolu	tion Reply	
Knowledge Notes			Licen	isee	
<b>Assigned Skill</b>			Has Rec	all? NO	
Ref Id	[ ref:_00Di0Ymyy5000	0H1CsJcj:ref]	Case Gr	oup Consumer	
Region Flag			Ship	о То	
Inspection Matches Claim			Solo	d То	
Account Number					
Open Related	Cases	ge Cases			
	mber Subject	Brand (	Contact Name	Date Opened	Owner Name

# **Keyword Data** Keyword Legal 1 Keyword Recall 1 Keyword Legal 2 Keyword Recall 2 Keyword Legal 3 Keyword Recall 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

Description

Description Other Contact Us Data **External Order** Number **Contact Data Account Name** 

**External Refund** Number

#### Generic Consumer Account 2243 **New Email From** Customer **Contact Name** (b)(6)**New Email Counter** 0 Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone** (b)(6)**Declined Marketing Contact Email** (b)(6)Email-to-Fax **Preferred Method**

# Notes

**SAP Notes** 

SAP Notes Internal

(b)(6): 2019-01-22 13:15:29]

Closing this case since it should be handled by other representative from Crockpot trained. Already sent an email to the consumer to contact the number directly.

: 2019-01-03 19:57:10] (b)(6)

I have sent an email to the consumer to call the number for the Crock-Pot since I have not yet been trained for it and it needs a special attention.

It should be transfer to the ER team.

: 2019-01-03 16:37:33] (b)(6)

Concern: (b)(6) called and wanted the ER team to contact the consume to verify the refund and other details.

Resolution: Needs to follow up with the internal team and will get back to the consumer within 24-48 hours.



#### Case Images

No Images found!

Address	Override	• Inf	forma	tion
---------	----------	-------	-------	------

Account Name

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

#### System Information

Date/Time Opened 1/3/2019 11:34 AM Created By (b)(6) 1/3/2019 11:34 AM

Date/Time Closed 1/22/2019 8:15 AM Last Modified By (b)(6) 1/22/2019 8:15 AM

SAP Notes Update 1/22/2019 8:15 AM Special Routing

First Email Response 1/3/2019 2:56 PM Legacy Incident

Number

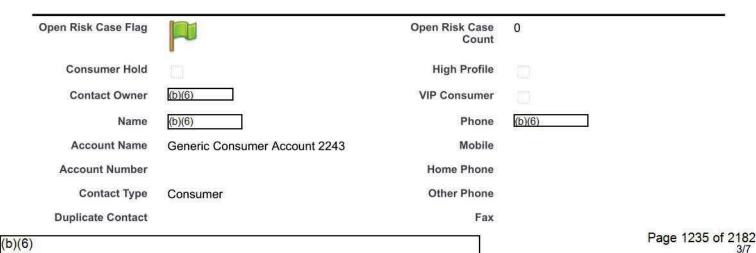
(b)(6)

Survey Date Owner Division

Other Call Data Created By Division

UCID

# **Contact Information**



**Custom Links** 

 Google Search
 Google Maps

 Yahoo! Weather
 Activity Report by Contact

Send Gmail

Ext-Data Stage ID

Case Products CP-0007693997

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

**Under Warranty** 

# **Activity History**

Email: Response from Crock-Pot®

Name (b)(6) Task ✓

Due Date 1/3/2019

Assigned To (b)(6)

Last Modified Date/Time 1/3/2019 2:56 PM

Additional To: (b)(6) CC:

BCC: Attachment:

Subject: Response from Crock-Pot®

Body:

**Dear** (b)(6)

Thank you for contacting Crock-Pot®.

We would like to have one of our Customer Service Representatives speak with you personally to work with you to resolve the problem you are having.

Crock-Pot® stands by its products and we strive for 100% satisfied consumers. Please give us an Comments opportunity to rectify this matter.

Please call us at our toll free number 888-397-2855

We appreciate your business and are happy to help if you have any further questions.

Sincerely,

(b)(6)

The Crock-Pot® Brand

ref:\_00Di0Ymyy.\_5000H1CsJcj:ref

# Case History 1/22/2019 8:15 AM

User (b)(6)

Connection

(b)(6)

Action Changed Status from Waiting on Consumer to Closed.

1/3/2019 2:57 PM

User (b)(6)

Page 1237 of 2182

Connection

Action	Changed	Status fr	om In	Process	Reina	Worked t	o Waiting	on Consume	ar
ACTION	Cilaliyeu	Status II	OIII III	FIUCESS/	Delliu	WOINEU L	o waitiilu	OII CONSUM	3I.

1/3/2019 11	:38 AM
User	(b)(6)
Connection	
Action	Changed Subject from Crockpot SCCPPC600 - Needs ER team to contact the consumer to Crockpot SCCPPC600 - Needs ER team to contact the consumer in regards to the crock pot multi cooker explode.
1/3/2019 11	:37 AM
User	(b)(6)
Connection	
Action	Changed Subject from Crockpot SCCPPC600 - to Crockpot SCCPPC600 - Needs ER team to contact the consumer.
1/3/2019 11	:36 AM
User	(b)(6)
Connection	
Action	Changed Status from Open to In Process/Being Worked.
1/3/2019 11	:36 AM
User	(b)(6)
Connection	
Action	Changed Resolution to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed Subject to Crockpot SCCPPC600
1/3/2019 11	:34 AM
User	(b)(6)
Connection	
Action	Changed Account Name to Generic Consumer Account 2243. Created.
Emails	
Response	from Crock-Pot®
Message [	Date 1/3/2019 2:56 PM
Has Attachn	nent
Email Add	ress (b)(6)
902310	atus Sent
Sub	ject Response from Crock-Pot®
	ody [Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000GfTe2&oid=00Di0000000Ymyy]
	Dear (b)(6)
	Thank you for contacting Crock-Pot®.
	We would like to have one of our Customer Service Representatives speak with you personally to work with you to resolve the problem you are having.
	Crock-Pot® stands by its products and we strive for 100% satisfied consumers. Please give us an opportunity to rectify this matter.
	Please call us at our toll free number 888-397-2855
	We appreciate your business and are happy to help if you have any further questions.

(b)(6)

Sincerely,

(b)(6)

The Crock-Pot® Brand

ref:\_00Di0Ymyy.\_5000H1CsJcj:ref

# Chatter **Text Posts**

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Case: 20146206

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 Expand All | Collapse All

Phone Unit Exploded Medium English US			Res	Brand b-Brand Reason Status solution	CrockPot Information Open	uiry
Unit Exploded Medium English US			Res	b-Brand Reason Status solution	CrockPot Information	
Unit Exploded Medium English US			Res	b-Brand Reason Status solution	Information	
Medium English US			Res	Reason Status solution		
English US			Res	Status		
US				solution	Open	
			L	icensee		
				10011300		
			Has	Recall?	NO	
[ ref:_00Di0Ymyy	y5000H1CrE	Btf:ref]	Case	e Group	Consumer	
				Ship To		
				Sold To		
ases	Merge Cas	ses				
oer Subje	ect Bran	nd Co	ontact Name	Date	Opened	Owner Name
		,				

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Legal 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

Description

Description Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600

Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.

L030 JN

Other Contact Us Data

External Order
Number

External Refund
Number

Number **Contact Data** Account Name **New Email From** Generic Consumer Account 2243 Customer **Contact Name New Email Counter** (b)(6)Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone** (b)(6)**Declined Marketing** Contact Email (b)(6)Email-to-Fax **Preferred Method** 

**Notes** 

SAP Notes

SAP Notes Internal (b)(6) 2018-12-27 22:10:37]

Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600

Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.

L030 JN



Case Images

Page 1241 of 2182

No Images found!

THE RESERVE AND ADDRESS OF THE PARTY OF THE	Company of the Compan	WHEN SHOULD SHOU
Addrage	Overrida	Information
Audress	Overnue	miormation

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

#### **System Information**

Date/Time Opened 12/27/2018 4:59 PM Created By (b)(6) 12/27/2018 4:59 PM

Date/Time Closed Last Modified By (b)(6) 12/27/2018 5:10 PM

SAP Notes Update 12/27/2018 5:10 PM Special Routing

First Email Response Legacy Incident
Number

Survey Date Owner Division HGS

Other Call Data Created By Division HGS

UCID

#### **Contact Information**

(b)(6)

Open Risk Case Flag Open Risk Case 0 Count Consumer Hold **High Profile VIP Consumer Contact Owner** (b)(6)Phone Name (b)(6)(b)(6)**Account Name** Generic Consumer Account 2243 Mobile Home Phone **Account Number** Other Phone **Contact Type** Consumer Fax **Duplicate Contact** 

**Custom Links** 

Google Search
Yahoo! Weather

Google Maps

**Activity Report by Contact** 

Ext-Data Stage ID

Send Gmail

Related Cases 20199954

Subject	Crockpot SCCPPC600 - Needs ER team to contact the consumer in regards to the crock pot multi cooker explode
Priority	Medium
Date/Time Opened	1/3/2019 11:34 AM
Status	Closed
Owner	(b)(6)
Description	
20146481	
Subject	ESCALATION
Priority	Medium
Date/Time Opened	12/27/2018 5:20 PM
Status	In Process/Being Worked
Owner	(b)(6)
	Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600
	Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.
Description	L030 JN
	ESCALATION: The consumer was upset because the express pot exploded. She was using high soup as it states in the cookbook that comes with the unit. She said it happened tonight and lucky no one got burned. Since the lid exploded and she could have gotten hurt, I sent the case over to ER.
Case History 12/27/2018 5:10	PM
User (b)(6)	
Connection	
Action Chang Explo	ged Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Unit ded.
12/27/2018 4:59	РМ
User (b)(6)	
Connection	
Action Chang	ged Account Name to Generic Consumer Account 2243. Created.
Chatter	
Text Posts	
	Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600 Advised the consumer that
	she doesn't even want to speak to me and said she didn't want the unit. L030 JN
December 27, 2018	at 5. TO FIVE

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Page 1244 of 2182 5/5



Case: 20146481

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All

Case N	umber	20146481	[View Hierar	chy]	Case	Owner	(b)(6)	
Paren	t Case	20146206		Case Reco	Case Record Type Consumer Inquiry		quiry	
Store N	umber							
Case	Origin	Phone				Brand	CrockPot	
s	ubject	ESCALATION		Sul	Sub-Brand		CrockPot Cuisine	
Р	riority	Medium			Reason Information			
Case Lan	guage	English				Status	In Process/Be	eing Worked
F	Region	US						
Knowledge /	Article eeded				Res	solution	No Response	Needed
Knowledge	Notes				L	icensee		
Assigne	d Skill				Has	Recall?	NO	
	Ref Id	[ ref:_00Di	0Ymyy500	0H1CrCFI:r	ef] Case	e Group	Consumer	
Regio	n Flag					Ship To		
nspection Ma	atches Claim					Sold To		
Account N	umber							
Ones De	المحاجا	C						
Open Re	ialed (	cases	Me	rge Cases				
	ase Nun	nber	Subject	Brand	Contact Name	Date (	Opened	Owner Name
				rge Cases				

eyword Data		
Keyword Legal 1	Keyword Recall 1	
Keyword Legal 2	Keyword Recall 2	
Keyword Legal 3	Keyword Recall 3	
Keyword Legal Template	Keyword Recall Template	
	Keyword Auto Response	

Description

Description Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600

Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.

L030 JN

ESCALATION: The consumer was upset because the express pot exploded. She was using high soup as it states in the cookbook that comes with the unit. She said it happened tonight and lucky no one got burned. Since the lid exploded and she could have gotten hurt, I sent the case over to ER.

Other Contact Us Data

**External Order External Refund** Number Number **Contact Data** Account Name **New Email From** Generic Consumer Account 2243 Customer **Contact Name** (b)(6)**New Email Counter** Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone** (b)(6)**Declined Marketing** Data **Contact Email** (b)(6)**Email-to-Fax Preferred Method** Notes

SAP Notes

SAP Notes Internal

(b)(6) : 2018-12-27 22:26:11]

ESCALATION: The consumer was upset because the express pot exploded. She was using high soup as it states in the cookbook that comes with the unit. She said it happened tonight and lucky no one got burned. Since the lid exploded and she could have gotten hurt, I sent the case over to ER.



Case Images

No Images found!

Ade	iress	Over	obis	Info	rma	tion
AUC	ness	Over	noe	mo	rma	поп

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

# **System Information**

**Date/Time Opened** Created By (b)(6)12/27/2018 5:20 PM 12/27/2018 5:20 PM

Date/Time Closed Last Modified By (b)(6)12/27/2018 5:26 PM

**Owner Division** 

HGS

**SAP Notes Update** 12/27/2018 5:26 PM **Special Routing** 

First Email Response Legacy Incident

Number

Other Call Data **Created By Division** HGS

UCID

**Survey Date** 

# **Contact Information**

Open Risk Case Flag	P	Open Risk Case Count	0	
Consumer Hold		High Profile		
Contact Owner	(b)(6)	VIP Consumer		
Name	(b)(6)	Phone	(b)(6)	
Account Name	Generic Consumer Account 2243	Mobile		
<b>Account Number</b>		Home Phone		
<b>Contact Type</b>	Consumer	Other Phone		
<b>Duplicate Contact</b>		Fax		
(6)				Page 1247 of

Ext-Data Stage ID

**Custom Links** 

Google Search Send Gmail Google Maps

Yahoo! Weather **Activity Report by Contact** 

**Case Products** CP-0007669401

Record Status 🔀
-----------------

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

**Under Warranty** 

# **Case History**

### 12/27/2018 5:26 PM

User (b)(6)

Connection

Action Changed Description.

### 12/27/2018 5:20 PM

User (b)(6)

Connection

Action Created.

### Chatter

### **Text Posts**

(b)(6) ESCALATION: The consumer was upset because the express pot exploded. She was using high soup as it states in the cookbook that comes with the unit. She said it happened tonight and lucky no one got burned. Since the lid exploded and she could have gotten hurt, I sent the case over to ER.

December 27, 2018 at 5:26 PM

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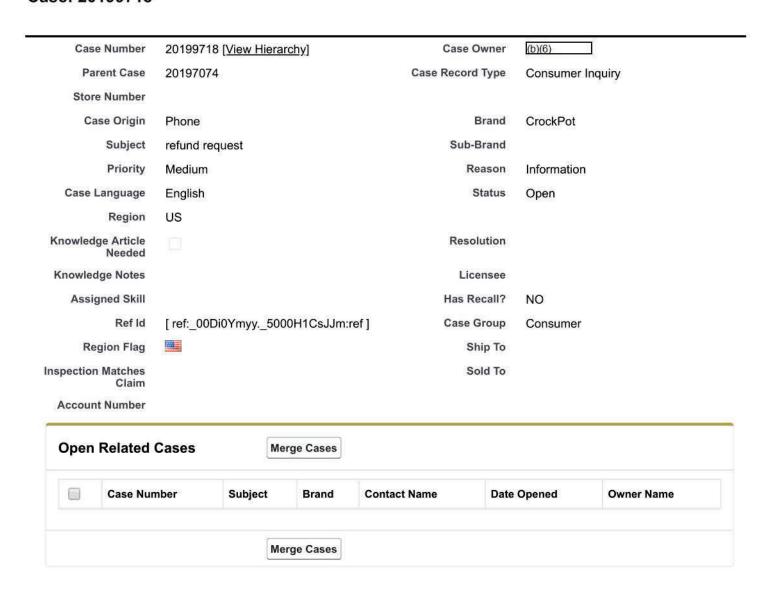


Case: 20199718

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# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 7 Keyword Auto 8 Keyword Auto 8 Keyword Auto 8 Keyword Sesponse

Description

Description called to tell us she just wants her refund per (b)(6) in er her unit blew up.... sent a request for a

refund

(b)(6)

-		-	4 / (4)		PR 4
<b>C</b> 14	nor	Can	tact	l lc	Data

External Order External Refund
Number Number

### **Contact Data**

Account Name Generic Consumer Account 2243 New Email From

Customer

Contact Name (b)(6) New Email Counter

Consumer Hold Case Email crockpotconsumercare@newellco.com

Contact Phone (b)(6) Declined Marketing Data

Da

Contact Email
Email-to-Fax

**Preferred Method** 

### Notes

**SAP Notes** 

SAP Notes Internal (b)(6)

: 2019-01-03 16:25:44]

Contacted customer back to inform them that they would have to contact the ER department. While I was trying to get them in touch with the ER team customer disconnected the call. Stayed on the line waiting for the ER team to inform them they will need to contact customer back to further assist them.

Change Sales Area	Update Sales Area
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼
	Update Sales Area

### Case Images

No Images found!

### **Address Override Information**

**Account Name** 

Page 1251

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

**Shipping Country** 

**United States** 

**Shipping Email** 

**Shipping Phone** 

### System Information

Date/Time Opened 1/3/2019 11:24 AM Created By (b)(6) 1/3/2019 11:24 AM

Date/Time Closed Last Modified By (b)(6) 1/3/2019 11:25 AM

SAP Notes Update 1/3/2019 11:25 AM Special Routing

First Email Response Legacy Incident

Number

Survey Date Owner Division HGS

Other Call Data Created By Division HGS

UCID

# **Contact Information**

(b)(6)

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
<b>Account Name</b>	Generic Consumer Account 2243	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	4
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informati	tion		
Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	

Country Code ISO

Other Address

Additional Inform	ation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description  Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informati	on		
Phone Raw	(b)(6)	Created By	(b)(6) 12/27/2018 2:26 PM
MobilePhone Raw		Last Modified By	Integration, 6/22/2019 11:35 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Case History 1/3/2019 11:24 AM			
User (b)(6) Connection			
Action Created.			
Chatter Text Posts			
them in touch with the ER	team customer disconnected the clack to further assist them.		ER department. While I was trying to get or the ER team to inform them they will

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Case: 20146206

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Parent (					Case Record			
Store Nur					Case Record	Type Consumer I	nquiry	
	mber							
Case O	rigin	Phone				Brand CrockPot		
Sul	bject	Unit Exploded			Sub-	Sub-Brand		
Pri	ority	Medium			R	eason Information		
Case Lange	uage	English			1	Status Open		
Re	gion	US						
Knowledge Ar Ne	rticle eded				Reso	lution		
Knowledge N	lotes	Licensee						
Assigned	Skill	Has Reca		ecall? NO				
R	lef Id	[ ref:_00Di0Ymyy5000H1CrBtf:ref ] Case Group		Group Consumer				
Region	Flag	1000			s	nip To		
nspection Mat C	ches Iaim				S	old To		
Account Nur	mber							
Open Rel	ated C	ases	Me	rge Cases				
Ca	se Num	ber	Subject	Brand	Contact Name	Date Opened	Owner Name	

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 7 Keyword Recall 7 Keyword Recall 8 Keyword Recall 7 Keyword Recall 8 Keyword Recall 7 Keyword Recall 9 Keyword Recall 9

Description

Description Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600

	Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.  L030 JN							
Other Contact Us Data								
External Order Number		External Refund Number						
Contact Data								
Account Name	Generic Consumer Account 2243	New Email From Customer						
<b>Contact Name</b>	(b)(6)	<b>New Email Counter</b>						
Consumer Hold		Case Email	crockpotconsumercare@newellco.com					
Contact Phone	(b)(6)	Declined Marketing Data						
Contact Email	(b)(6)							
Email-to-Fax								
Preferred Method								
Notes								
SAP Notes								
SAP Notes Internal	(b)(6) 2018-12-27 22:10:3 Consumer called in because he had he		kitchen. SCCPPC600					

Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit. L030 JN



Case Images

No Images found!

Adduses	0	Information
Address	Override	intormation

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Coc

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

### System Information

Date/Time Opened 12/27/2018 4:59 PM Created By (b)(6) 12/27/2018 4:59 PM

Date/Time Closed Last Modified By (b)(6) 12/27/2018 5:10 PM

SAP Notes Update 12/27/2018 5:10 PM Special Routing

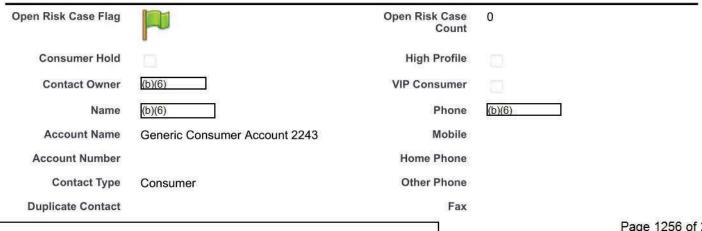
First Email Response Legacy Incident
Number

Survey Date Owner Division HGS

Other Call Data Created By Division HGS

UCID

### **Contact Information**



**Custom Links** 

Google Search Google Maps

Yahoo! Weather **Activity Report by Contact**  Send Gmail

**Related Cases** 20199954

Subject	Crockpot SCCPPC600 - Needs ER team to contact the consumer in regards to the crock pot multi cooker explode
Priority	Medium
Date/Time Opened	1/3/2019 11:34 AM
	Closed
Owner	(b)(6)
Description	
20146481	
Subject	ESCALATION
Priority	Medium
Date/Time Opened	12/27/2018 5:20 PM
Status	In Process/Being Worked
Owner	(b)(6)
	Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600
	Advised the consumer that we can replace but she doesn't even want to speak to me and said she didn't want the unit.
Description	L030 JN
	ESCALATION: The consumer was upset because the express pot exploded. She was using high soup as it states in the cookbook that comes with the unit. She said it happened tonight and lucky no one got burned. Since the lid exploded and she could have gotten hurt, I sent the case over to ER.
Case History	
12/27/2018 5:10	PM
User (b)(6)	
Connection	
Action Change Explo	ged Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Unit ded.
12/27/2018 4:59	РМ
User (b)(6)	
Connection	
Action Change	ged Account Name to Generic Consumer Account 2243. Created.
Chatter	
Text Posts	
(b)(6)	Consumer called in because he had her unit exploded all over her kitchen. SCCPPC600 Advised the consumer that
	she doesn't even want to speak to me and said she didn't want the unit. L030 JN

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Page 1258 of 2182 5/5

December 27, 2018 at 5:10 PM



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# Case: 22059865

<b>Custom Links</b>				Not Risk					
Case Number	22059865 [View Hierarchy]				Case O	wner	(b)(6)		
Parent Case					ase Record	Туре	RM Risk		
Case Origin	Phone								
Subject	SCCPPC600V1 slow cooker - exploded P/I				В	rand	CrockPot		
Priority	Medium				Sub-B	rand			
Case Language	English				Rea	ason	Risk		
Region	US				St	tatus	Open		
Knowledge Article Needed					Resolu	ution	Reply		
Knowledge Notes					Lice	nsee			
<b>Assigned Skill</b>					Has Re	call?	NO		
Region Flag					Case G	roup	Legal		
Account Number					R	Ref Id	[ ref:_00Di0\	myy5000H1IstwU:ref	
					Sol	ld To			
Open Related	Cases	Merg	e Cases						
Case Nur	mber Sub	ject	Brand	Contact N	ame	Date	Opened	Owner Name	
Case Nur	mber Sub	Francis	Brand e Cases	Contact N	ame	Date (	Upened	Owner Name	

Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response
Description	
Other Contact Us Data	
External Order Number	External Refund Number

### **A&C Data**

Case Escalation Source

Claim Source

Iron Mountain Box Number

### **Contact Data**

Account Name Generic Consumer Account 2323

New Email From Customer

Contact Name (b)(6)

New Email Counter 0

Consumer Hold

-

Case Email

Contact Phone (416) 937-4397

Declined Marketing Data

Contact Email

(b)(6)

Email-to-Fax

**Preferred Method** 

### Notes

**SAP Notes** 

**SAP Notes Internal** 

: 2019-07-01 20:25:00]

attempted to contact consumer but to no response.

left voice message on how to contact us back.

(b)(6) : 2019-06-27 17:11:34]

attempted to contact consumer but to no response. left voice message on how to contact us back.

(b)(6) : 2019-06-17 19:18:08] -ER

- tried to contact the consumer
- unable to contact the consumer to get her concern resolve.
- send contact us letter .
- able to leave a detailed message on how to contact us.

(b)(6) : 2019-06-13 16:25:39] - ER

### -CALLBACK

- -Tried to contact the consumer to have her concern resolve.
- -unable to speak with the consumer
- -Able to leave a detailed message on how to contact us .
- -sent email on how to contact us
- -will contact the consumer on a later time

Page 1260 of 2182

No Images found!

Change Sales Area	Update Sales Area	
Sales Organization	CA01-Newell Canada ▼	
Distribution Channel	04-Consumer ▼	
Division	2C-Home Appliances ▼	
	Update Sales Area	
ase Images		

RISK MANAGEMENT		
Status of Claim	Was there more than 1 Person Injured?	
Date Claim Settled	More than 1 Property Item Damaged?	
Claim Detail		
Possible Risk	Is Product available for Inspection?	
Pursuing Claim?	Not available for Inspection-Why?	
Handled By		
Injury / Property		
<b>Incident Date</b>	Incident Location	
Store of Purchase		
Hospital/Doctor Visit	Hospital/Doctor Report	
<b>Keyword Type</b>		
Keyword Root	Keyword Body Part	
Receive Product Inform	ation	
Product Received Date	Number of products being returned	
	Number of products received	

Page 1261 of 2182 3/9

Description			
Description Summary			
Claim Refund/Rep	lacement Information	i	
Send Carton?		Carton Order #	
Send Replacement?		Replacement Order #	
Ordered Refund?		Refund Amount	
Inspection			
Hold for inspection			
Asked for product?		Email CSR upon receipt	
Inspected By		Inspection Matches Claim	
		Inspection Detail	
1st Injury Informa	tion		
Name of Injured Party		Product Involved- Injury	
Who was Injured?			
Gender		Age	
This Person had more than 1 Injury?		Age(mos)	
		Height(in)	
		Weight(lbs)	
Body Part Involved		Body Part Injury	
1st Property Dama	age Information		
What was Damaged?		Product Involved	
Cost of the Damaged Property		Refund Product?	
		Replace Product?	
Quote #1		Source for Quote #1	
Quote #2		Source for Quote #2	
Proposed Refund Amount			
Proposed Property Settlement			
Check Request Amount	USD 0.00		
Conversation			
System Information	on		
Date/Time Opened	6/13/2019 12:23 PM	Created By	(b)(6) 6/13/2019 12:23 PM
Date/Time Closed		Last Modified By	(b)(6) 7/1/2019 4:25 PM

**SAP Notes Update** 7/1/2019 4:25 PM

Legacy Incident Number

**Special Routing** 

Survey Date

6/13/2019 12:27 PM

**Owner Division** 

Other Call Data

First Email Response

**Created By Division** 

(b)(6)

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	1
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 1805	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details	Deduplication archived values (Jun. First Name: (b)(6)	21, 2019 at 06:01AM by UT	TC):

(b)(6)

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(S) 2019	Last Name: (b)(6)  Mailing Street: (h)(6)  Mailing City: (h)(6)  Mailing Zip/Postal Code: (b)(6)  Region: Canada  Business Phone: (b)(6)  Ext-Data Stage ID: FP-FP1706  Ext-Data Stage Source System		Edition
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informati	ion		
Phone Raw	(b)(6)	Created By	(b)(6) 11/2/2016 2:49 PM
MobilePhone Raw		Last Modified By	(b)(6) 6/21/2019 2:01 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	Solisamoi
		Ext-Data Stage ID	(b)(6) -301748
Custom Links  Case Products  CP-0008611733	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Record Status 😢			
	CPPC600V1		
morrow Mos an	OWCOOKER CRP 6QT SS EXP	RESS	
Mfg Date Has Recall List View NC	× ·		
Serial/Batch Number			
Date of Purchase 12/	/10/2018		
Under Warranty Un			
Attachments			
A&C - Contact Us Let	ter_SD-158427.pdf		
Size 6KB			
Ownership (b)(6)			
View View file	2.46 DM		
Last Modified 6/17/2019	3:10 PM		
Activity History Email: Crock-Pot - Co	intact lie		
Name			
Task			
	6/17/2019		
Assigned To	POST CONTRACTOR CONTRA		

Last Modified Date/Time 6/21/2019 2:01 AM (b)(6)

Comments Additional To: (b)(6) CC: BCC: Attachment: A&C - Contact Us Letter\_SD-158427.pdf Subject: Crock-Pot - Contact us Body: Dear (b)(6) Please see the attach file on how to contact us . Thank you. Sincerely, (b)(6) The Crock-Pot® Brand www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1IstwU:ref

### Email: Crock-pot - Contact us

(b)(6)Name (b)(6)

Task ✓

Due Date 6/13/2019

Assigned To (b)(6)

Last Modified Date/Time 6/21/2019 2:01 AM

Comments Additional To: (b)(6)

CC: BCC:

Attachment:

Subject: Crock-pot - Contact us

Body:

Dear (b)(6)

Thank you for contacting the Crock-pot® brand. We apologize for any inconvenience you have experienced with your Slow Cooker and will be happy to help you.

To better assist you, please contact Executive Resolutions Team at the phone number listed below. One of our representatives will be happy to assist you. The Sunbeam® brand stands by its products and we want our consumers to be fully satisfied with their purchase. Please give us an opportunity to rectify this matter.

Please call us at our toll free number 1-877-327-0016. For your convenience we are available 9:00 am to 5:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1IstwU:ref

Case Hist	ory	
6/13/2019	12:24	PM

User (b)(6)

Connection

Changed Resolution to Reply. Changed Reason to Risk. Changed Brand to CrockPot. Changed Subject to Action SCCPPC600V1 slow cooker - exploded P/I.

# 6/13/2019 12:23 PM

User (b)(6)

Connection

Action Changed Account Name to Generic Consumer Account 2323. Created.

### **Emails**

### Crock-Pot - Contact us

Message Date 6/17/2019 3:17 PM

Has Attachment 🗸

Email Address (b)(6)

Status Sent

Subject Crock-Pot - Contact us

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyv]

**Dear** (b)(6)

Please see the attach file on how to contact us . Thank you.

Text Body Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref: 00Di0Ymyy. 5000H1IstwU:ref

### Crock-pot - Contact us

Message Date 6/13/2019 12:27 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Crock-pot - Contact us

Text Body [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

**Dear** (b)(6)

Thank you for contacting the Crock-pot® brand. We apologize for any inconvenience you have experienced with your Slow Cooker and will be happy to help you.

To better assist you, please contact Executive Resolutions Team at the phone number listed below. One of our representatives will be happy to assist you. The Sunbeam® brand stands by its products and we want our consumers to be fully satisfied with their purchase. Please give us an opportunity to rectify this

Page 1266 of 2182

matter.

Please call us at our toll free number 1-877-327-0016. For your convenience we are available 9:00 am to 5:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref:\_00Di0Ymyy.\_5000H1IstwU:ref

# Chatter

### **Text Posts**

June 17, 2019 at 3:18 PM

July 1, 2019 at 4:25 PM	
(b)(6) attempted to contact consumer but to no response. left voice message on how to contact us back. June 27, 2019 at 1:11 PM	
(b)(6) -ER - tried to contact the consumer - unable to contact the consumer to get her concern resolve send - able to leave a detailed message on how to contact us.	d contact us letter .

(b)(6) - ER -CALLBACK -Tried to contact the consumer to have her concern resolve. -unable to speak with the consumer -Able to leave a detailed message on how to contact us . -sent email on how to contact us -will contact the consumer on a later time June 13, 2019 at 12:25 PM

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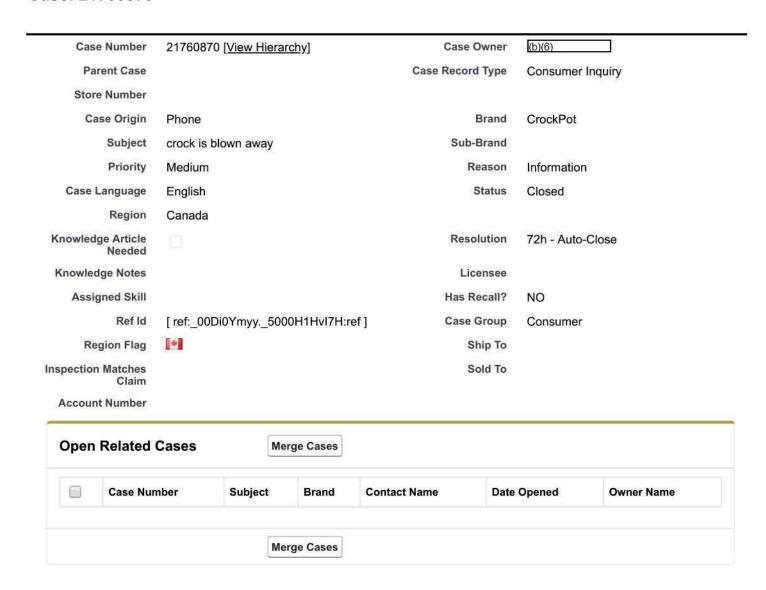


Case: 21760870

Close Window

**Print This Page** 

Expand All | Collapse
 All



# Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 3 Keyword Legal 6 Keyword Recall 7 Keyword Recall 8 Keyword Recall 9 Keyword Recall 9

## Description

Description

	External Refund Number	
	Number	
Generic Consumer Account 2323	New Email From Customer	
(b)(6)	New Email Counter	
	Case Email	crockpotconsumercare@newellco.com
(b)(6)	Declined Marketing Data	
(b)(6)		
got disconnected. We called the consumer hands. She just want to let us know that the	r back.The crock blew u ne crock is not safe to us	p on her mother, having burns on the se. We educated her that we'll be sending a
ea Update Sales Area		
US04-Appliance	& Cookware ▼	
04-Consumer	▼	
2C-Home Applia	nces 🔻	
	(b)(6)  (b)(6)  (b)(6)  (b)(6)  (c)(6)  (b)(6)  (c)(6)  (d)(6)  (e)(6)  (e)(6)  (e)(6)  (e)(7)(6)  (e)(7)(6)  (e)(7)(6)  (e)(7)(6)  (e)(8)(6)  (e)(8)(6)	(b)(6)    Case Email Counter

# Case Images

No Images found!

# **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

## **System Information**

Date/Time Opened 5/15/2019 4:07 PM Created By (b)(6)5/15/2019 4:07 PM

Date/Time Closed 5/17/2019 5:00 PM **Last Modified By** (b)(6)6/21/2019 2:01 AM

**SAP Notes Update Special Routing** 5/15/2019 4:30 PM

First Email Response Legacy Incident

Number

**Survey Date Owner Division** Araneta

Other Call Data Created By Division Araneta

UCID

## **Contact Information**

Open Risk Case Flag		Open Risk Case Count	11
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 1805	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Information	tion		
Mailing Address	/b//6\	Other Address	

Mailing Address (b)(6)Other Address

**House Number Other** Address

Country Code ISO

Under Warranty No Warranty

(b)(6)

Other Address

rmation		
e .	Brand Preferences	
r	Mass_Communication Opt Out	
5	Last Stay-in-Touch Request Date	
n d	Last Stay-in-Touch Save Date	
1		
First Name: (b)(6)  Last Name: (b)(6)  Mailing Street: (b)(6)  Mailing City: (b)(6)  Mailing Zip/Postal Code: (b)(6)  Region: (b)(6)  Business Phone: (b)(6)  Ext-Data Stage ID: FP-FF	[b)(6) 2170612-5910	ΓC):
ı		
e limit	Days Since Last Survey	0
e e	Last Survey Sent Date	
ation		
w (b)(6)	Created By	(b)(6) 11/2/2016 2:49 PM
N	Last Modified By	(b)(6) 6/21/2019 2:01 AM
W	<b>Contact Record Type</b>	Consumer
N	Ext-Data Stage Source System	
	Ext-Data Stage ID	(b)(6) -301748
Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
0		
SCCPPC600V1		
SLOWCOOKER CRP 6QT SS	EXPRESS	
NO.		
NU		
	Deduplication archived varies Name: (b)(6) Last Name: (b)(6) Mailing Street: (b)(6) Mailing City: (b)(6) Mailing Zip/Postal Code: (Region: (b)(6) Business Phone: (h)(6) Ext-Data Stage ID: FP-FF Ext-Data Stage Source State  ation  (b)(6)  Google Search Yahoo! Weather	Brand Preferences  Mass_Communication Opt Out Last Stay-in-Touch Request Date Last Stay-in-Touch Request Date Last Stay-in-Touch Save Date  Last Stay-in-Touch Save Date  Last Stay-in-Touch Save Date  Deduplication archived values (Jun. 21, 2019 at 06:01AM by U' First Name: [Di6] Mailing Street: [Di(6) Mailing Street: [D

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Case History
5/17/2019 5:00 PM

replace it with a brand new one at no cost.

May 15, 2019 at 4:30 PM

5/17/2019	5:00 PM
User	Integration
Connection	
Action	Changed Resolution from Reply to 72h - Auto-Close. Changed Status from Waiting on Consumer to Closed.
5/15/2019	4:37 PM
User	(b)(6)
Connection	
Action	Changed Contact Name from (b)(6) to (b)(6) (b)(6)
5/15/2019	4:29 PM
User	(b)(6)
Connection	
Action	Changed Status from Open to Waiting on Consumer.
5/15/2019	4:17 PM
User	(b)(6)
Connection	
Action	Changed Resolution to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed Subject to crock is blown away.
5/15/2019	4:07 PM
User	(b)(6)
Connection	
Action	Changed Account Name to Generic Consumer Account 2323. Created.
Chatter	
<b>Text Posts</b>	
(b)(6)	Consumer called in, having inquiry about the crock. She was not abe to elaborate the concern since the line got d. We called the consumer back. The crock blew up on her mother, having burns on the hands. She just want to let us know

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that the crock is not safe to use. We educated her that we'll be sending a ppsl for us to get the crock back for quality purpose, and will

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Case: 21066397

Close Window

Print This Page

 Expand All | Collapse All

Case Number	21066397 [View Hiera	rchy]	Case Owner		(b)(6) (b)(6)	
Parent Case			Case Record Type		Replacement	/Refund
Case Origin	Phone					
Subject	Crockpotsccppc600v1-Exploded		Brand		CrockPot	
Priority	Medium		Sub-Brand			
Case Language	English	Reas		Reason	Complaint	
Region	US	Sta		Status	Closed	
Knowledge Article Needed			Resolution		Reply	
Knowledge Notes			Lic	censee		
Assigned Skill			Has Recall?		NO	
Region Flag			Case Group		Consumer	
Repaired by			Ref Id		[ ref:_00Di0Yi	myy5000H1FPsxM:ref
Account Number			S	hip To		
			S	old To		
Open Related	Cases	erge Cases				
Case Nur	nber Subject	Brand	Contact Name	Date	Opened	Owner Name
	Tax:	erge Cases				

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Legal 3 Keyword Legal Template Keyword Auto Response

# Description

Description

Other Contact Us Data

(b)(6)

External Order External Refund

Number Number

<b>Contact Data</b>					
Account Name	Generic Consumer Account 2294	New Email From Customer			
<b>Contact Name</b>	(b)(6)	<b>New Email Counter</b>	0		
Consumer Hold		Case Email	crockpotconsumercare@newellco.com		
Contact Phone	(b)(6)	Declined Marketing Data			
Contact Email	(b)(6)				
Email-to-Fax					
Preferred Method					
Notes					
SAP Notes					
SAP Notes Internal	(h)(e) (h)(e)	43			
SAP Notes Internal	(b)(6) (b)(6) : 2019-03-22 16:16:44] consumer sent the unit back				
	checked tracking (h)(h)				
	placed replacement under accommodation 1029557708				
	(b)(6) (b)(6) : 2019-03-13 19:10:04] sent PPSL as one time courtesy since unit was given as a gift				
	(b)(6) (b)(6) : 2019-03-12 22:41:23] consumer said her sccppc600v1 exploded on her				
	consumer has an injury (scar on her arm) but she doesn't mind, she just want to have unit replaced				
	asked for pictures prior to sending a PPSL				

Change Sales Area

Sales Organization

US04-Appliance & Cookware

Distribution Channel

O4-Consumer

Division

Update Sales Area

Update Sales Area

Case Images



### **Receive Product Information**

Product Received Number of products
Date being returned

Number of products received

### **Inspection Data**

Inspected By Inspection Matches Claim

Inspection Detail

### **Shipping Information**

Shipping Date Shipment Number

Latest Shipment Number

### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# **System Information**

Date/Time Opened 3/12/2019 6:34 PM Created By (b)(6) (b)(6) 3/12/2019 6:34 PM

Date/Time Closed 3/25/2019 4:12 PM Last Modified By Integration, 3/25/2019 4:12 PM

SAP Notes Update 3/22/2019 12:16 PM Special Routing

First Email Response 3/12/2019 6:40 PM Legacy Incident

Number

Survey Date Owner Division Araneta

Other Call Data Created By Division Araneta

UCID

# **Contact Information**

	Open Risk Case Flag		Open Risk Case Count	0	
	Consumer Hold	- -	High Profile		
	Contact Owner	(b)(6) (b)(6)	VIP Consumer		
	Name	(b)(6)	Phone	(b)(6)	
	Account Name	Generic Consumer Account 2294	Mobile		
	Account Number		Home Phone		
	<b>Contact Type</b>	Consumer	Other Phone		
	<b>Duplicate Contact</b>		Fax		
	Duplicate Contact Identifier		Email	(b)(6)	
	Region	US	<b>Preferred Method</b>		
	Language	English	Open Moneybacks		
	Company Name		Contact Lock		
	Job Title				
	Address Informat	tion			
	Mailing Address	(b)(6)	Other Address	United States	
			House Number Other Address		
			Country Code ISO		
			Other Address		
	Additional Inform	ation			
	Birthdate		<b>Brand Preferences</b>		
	Gender		Mass_Communication Opt Out		
	Marital Status		Last Stay-in-Touch Request Date		
	# of Persons in Household		Last Stay-in-Touch Save Date		
	Description				
	Merge Details				
	Survey section				
	Survey Unsubscribe		Days Since Last Survey	96	
	Survey Unsubscribe Date		Last Survey Sent Date	3/29/2019	
(b)(6)					Page 1276 of

Page 1276 of 2182 4/58

### System Information

Phone Raw (b)(6) Created By (b)(6) (b)(6) 3/12/2019 6:32 PM

MobilePhone Raw Last Modified By Integration, 3/29/2019 12:06 AM

HomePhone Raw Contact Record Type Consumer

OtherPhone Raw Ext-Data Stage Source System

Ext-Data Stage ID

### **Custom Links**

Google Search Google Maps Send Gmail

Yahoo! Weather Activity Report by Contact

# Case Products CP-0008085233

Record Status 🔞

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase 4/1/2018

Under Warranty Under Warranty

# Case Orders

### 1029557708

Order Created On 3/22/2019

Customer PO Number 21066397

Last Modified 3/12/2019 8:01 PM

Order Net Value USD 0.00

Sales Area Description US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances

Order Status Shipped

### **Attachments**

Signaturelm	age_(b)(6)	.GIF	Signaturelm	age_(b)(6)	.GIF
Size	10KB		Size	10KB	
Ownership	(b)(6)		Ownership	Integration	
View	View file		View	View file	
Last Modified	3/27/2019 8:21 AM		Last Modified	3/27/2019 8:19 AM	
ReturnLabe	l-SequenceNumber-1.GIF		received_22	59638571023100.jpe	eg .
Size	31KB		Size	34KB	
Ownership	(b)(6) (b)(6)		Ownership	Integration	
View	View file		View	View file	
Last Modified	3/13/2019 3:08 PM		Last Modified	3/12/2019 8:01 PM	
FB_IMG_15	52435028921.jpg		20190312_1	85726.jpg	
Size	44KB		Size	2.59MB	
Ownership	Integration		Ownership	Integration	
View	View file		View	View file	

Last Modified 3/12/2019 8:01 PM

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20190312\_185726.jpg

FB IMG 1552435028921.jpg

Size 2.59MB Size 44KB Ownership Integration Ownership Integration View View file View View file

Last Modified 3/12/2019 8:01 PM Last Modified 3/12/2019 8:01 PM

received\_2259638571023100.jpeg

received\_2259638571023100.jpeg

Size 34KB Size 34KB Ownership Integration Ownership Integration View View file View View file

Last Modified 3/12/2019 8:01 PM Last Modified 3/12/2019 8:00 PM

FB\_IMG\_1552435028921.jpg

20190312\_185726.jpg

Size 44KB Size 2.59MB Ownership Integration Ownership Integration View View file View View file

Last Modified 3/12/2019 8:00 PM Last Modified 3/12/2019 8:00 PM

**Activity History** 

Email: Response from CrockPot

Name (b)(6)

Task ✓

Due Date 3/22/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 3/22/2019 12:15 PM

Comments Additional To: (b)(6)

CC: BCC: Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(

Thank you for informing us and I apologize for the delayed response. I was absent yesterday and just had the time to reply to all my emails.

By the way, we have successfully processed your Express Crcok replacement. Please allow us to complete the shipment within 6 to 8 business days. We apologize for any inconvenience this may have caused you.

Order number: 1029557708

We are glad that we were able to assist you with your concern. Have a great weekend!

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com
Good morning ! I dropped off my pressure cooker yesterday afternoon with UPS. Thank you again for all of your help getting this replaced. Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To:  (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)()
Good Morning!
We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.
Thank you and have a great day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for submitting the pictures of your product. We appreciate you taking the

After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.

We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.

Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.

We will be waiting for your respond (b) have a great day!

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	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
From: farrenj Sent: 3/12/20 To: crockpote	riginal Message ill [farrenjill@aol.com] 19 8:01 PM consumercare@newellco.com Response from CrockPot
a housewarm What do I nee Origina <crockpotcor< th=""><th>will find the requested pictures. I no longer have my proof of purchase, it was given as ning gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. ed to do now? Sent from my Samsung Galaxy smartphone. al messageFrom: Consumer Care - CrockPot nsumercare@newellco.com&gt; Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6)</th></crockpotcor<>	will find the requested pictures. I no longer have my proof of purchase, it was given as ning gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. ed to do now? Sent from my Samsung Galaxy smartphone. al messageFrom: Consumer Care - CrockPot nsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6)
	Hi (b)(
	Thank you for contacting Crock-Pot!
reply directly	We understand that your time is valuable, and if it would be more convenient, you can to this email and answer the following:
	Pictures of your product for identification     Clear front-view picture of the full product     Take another photo showing the bottom of the product for material number     Proof of Purchase
of your reque	After we receive your information and photos, we will get back to you with the results est.
from you.	Thank you for being the best part of Crock-Pot and we are looking forward to hearing
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
From: Consu Sent: 3/12/20	riginal Message mer Care - CrockPot [crockpotconsumercare@newellco.com] 19 6:40 PM
To: [/h)//6) Subject: Res	ponse from CrockPot

[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
id=0150H00000Eb3zv&oid=00Di0000000Ymvvl

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### Email: Response from CrockPot

Name (b)(6)

Task ✓

Due Date 3/14/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 3/14/2019 1:55 PM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(

I have sent it again, hope you received it.

Please email me back tomorrow if you weren't able to get it before this day ends.

Thank you and looking forward to replacing your unit!

Sincerely,

(b)(6)

The Crock-Pot® Brand

<crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To:

www.crock-pot.com

Original Message	
From: (b)(6) (b)(6)	
Sent: 3/14/2019 1:09 PM	
o: crockpotconsumercare@newellco.com	
Subject: Re: Response from CrockPot	
Hi (b)(6) I did not receive the label. Can you resend it please.	Sent from my Samsung Galaxy
Original messageFrom: CrockPot Consumer Care	pii

Subject: Response from CrockPot

Hi (b)(

Good Morning!

We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.

Thank you and have a great day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

------ Original Message ------From: (b)(6) (b)(6) Sent: 3/13/2019 7:35 PM

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Are you mailing a prepaid label? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: CrockPot Consumer Care

<crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6)

Subject: Response from CrockPot

Hi (b)(

Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.

After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.

We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.

Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.

Page 1282 of 2182

We will be waiting for your respond (b)( have a great day!

Sincerely, (b)(6)The Crock-Pot® Brand http://www.crock-pot.com

 Original Message -From: (b)(6) (b)(6) Sent: 3/12/2019 8:01 PM

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot

<crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6)

Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

--- Original Message --From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM

To: (b)(6)

(b)(6)

Subject: Response from CrockPot

[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? 283 of 2182

id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref: 00Di0Ymyy. 5000H1FPsxM:ref

### **Email: Response from CrockPot**

Name (b)(6)

Task ✓

Due Date 3/14/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 3/14/2019 11:41 AM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(

Good Morning!

We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.

Thank you and have a great day!

Sincerely,

The Crock-Pot® Brand
www.crock-pot.com
From: (b)(6) (b)(6) Sent: 3/13/2019 7:35 PM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot  Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone.
Original messageFrom: CrockPot Consumer Care
<pre><crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com></pre>
Hi (b)(
Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
We will be waiting for your respond (b)( have a great day!
Sincerely,
(P)(9)
The Crock-Pot® Brand
http://www.crock-pot.com
From: (b)(6) (b)(6) Sent: 3/12/2019 8:01 PM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone
<pre><crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com></pre>

**Hi** (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can 13/58

(b)(6)

reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

----- Original Message

From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Page 1286 of 2182

Email: Response fron	n CrockPot
Name	(b)(6)
Task	✓
Due Date	3/13/2019
Assigned To	(b)(6) (b)(6)
Last Modified Date/Time	3/13/2019 3:07 PM
Comments	Additional To: (b)(6)  CC: BCC: Attachment:
	Subject: Response from CrockPot Body:
	Hi (b)(
	Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
	After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
	We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
	Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
	We will be waiting for your respond (b)() have a great day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	THE CIOCK-FOLO BIANG
	www.crock-pot.com
	Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.
	Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

Page 1287 of 2182
15/58

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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

From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

3/2019	Case: 21066397 ~ Salesforce - Unlimited Edition
Email: Response from	n CrockPot
Name	HAVIOLOGICAL SAFOR
Task	<b>✓</b>
	3/12/2019
Assigned To	
Last Modified Date/Time	
	Additional To: (b)(6)
	CC:
	BCC: Attachment:
	Attachment.
	Subject: Response from CrockPot Body:
	Hi (b)(
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
	1. Pictures of your product for identification
	2. Clear front-view picture of the full product
	Take another photo showing the bottom of the product for material number     Proof of Purchase
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	(p)(g)
	The Crock-Pot® Brand
	www.crock-pot.com
	Original Message
	From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]
	Sent: 3/12/2019 6:40 PM
	To: (b)(6) Subject: Response from CrockPot
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	The orthogram technical and an experience of the control of the co
	Hi (b)(
	Thank you for contacting Crock-Pot!

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product

Page 1289 of 2182 17/58

- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

#### Email: Response from CrockPot

Name (b)(6)

Task ✓

\_\_\_\_\_

Due Date 3/12/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 3/12/2019 6:40 PM

Comment

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

# ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

# **Open Activities**

New email	response for Case Number : 21066397
Name	(b)(6)
Task	
Due Date	3/12/2019
Status	Not Started
Priority	Normal
Assigned To	(b)(6) (b)(6)
Comments	Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphoneOriginal messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
	1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this

(b)(6)

email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

#### New email response for Case Number: 21066397

Name (b)(6)

Task ✓

Due Date 3/12/2019

Status Not Started

Priority Normal

toolgillou it

Assigned To (b)(6) (b)(6)

Comments Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

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- 3. Take another photo showing the bottom of the product for material number
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Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

Original Message
From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com] Sent: 3/12/2019 6:40 PM
To: (b)(6) Subject: Response from CrockPot
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
Hi (b)(
Thank you for contacting Crock-Pot!
We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase
After we receive your information and photos, we will get back to you with the results of your request.
Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand

# New email response for Case Number: 21066397

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Name (b)(6)

Task ✓

Due Date 3/12/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Attached your

Comments Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

Page 1293 of 2182

Case: 21066397 ~ Salesforce - Unlimited Edition After we receive your information and photos, we will get back to you with the results of your request. Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you. Sincerely, (b)(6)The Crock-Pot® Brand http://www.crock-pot.com ----- Original Message -----From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com] Sent: 3/12/2019 6:40 PM To: (b)(6) Subject: Response from CrockPot [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy] Hi (b)( Thank you for contacting Crock-Pot! We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: 1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase After we receive your information and photos, we will get back to you with the results of your request. Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you. Sincerely, (b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

New email response for Case Number: 21066397

Name (b)(6)

Task ✓

Due Date 3/13/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments Are you mailing a prepaid label? Sent from my Samsung Galaxy smartphone.

Original mess 3/13/19 2:07 PM (GM	ageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: IT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>	
Hi (b)(		
Thank you for subminformation.	itting the pictures of your product. We appreciate you taking the time to send us your	
	information you provided, we found the product is not covered by the terms of the Crock-Pot uarantee/warranty). As a one time courtesy, we're happy to send you a replacement product	
We have sent you a charges.	Prepaid Shipping Label so you could sent the unit back to us without paying for any	
Please reply directly replacement for you	to this email once you have dropped the product to the nearest UPS so we can process the	
We will be waiting fo	or your respond (b)() have a great day!	
Sin a such		
Sincerely,		
(b)(6)		
The Crock-Pot® Bra	nd	
http://www.crock-po	t.com	
housewarming gift i need to do now? Se	nd the requested pictures. I no longer have my proof of purchase, it was given as a n April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I ent from my Samsung Galaxy smartphone.  lageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date:  MT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>	
<b>Hi</b> ( <u>b)(</u>	İ	
Thank	you for contacting Crock-Pot!	
	derstand that your time is valuable, and if it would be more convenient, you can reply I and answer the following:	
2. Clea 3. Tak	tures of your product for identification ar front-view picture of the full product e another photo showing the bottom of the product for material number of of Purchase	
After v	we receive your information and photos, we will get back to you with the results of your	
Thank	you for being the best part of Crock-Pot and we are looking forward to hearing from you.	

Page 1295 of 2182 23/58

	Sincerery,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	Original Message
	From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]
	Sent: 3/12/2019 6:40 PM To: (b)(6)
	Subject: Response from CrockPot
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
	email and answer the following:
	1. Pictures of your product for identification
	2. Clear front-view picture of the full product
	Take another photo showing the bottom of the product for material number     Proof of Purchase
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	· · · · · · · · · · · · · · · · · · ·
	(p)(e)
	The Crock-Pot® Brand
	http://www.crock-pot.com <http: www.crock-pot.com=""></http:>
	ref:_00Di0Ymyy5000H1FPsxM:ref
Now small	roonanaa far Caas Number - 21066207
Name	response for Case Number : 21066397
Task	The state of the s
	3/14/2019
	Not Started
107/201/201 6/6	Normal
Assigned To	
	Hi (b)(6) I did not receive the label. Can you resend it please. Sent from my Samsung Galaxy smartphone.
	Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date:</crockpotconsumercare@newellco.com>
	3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot
	Hi (D)(

Page 1296 of 2182 24/58

**Good Morning!** 

htt(b)(6)

your junk/spam folder.
Thank you and have a great day!
Sincerely,
(D)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
We will be waiting for your respond (b)() have a great day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a

housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

Original messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for contacting Crock-Pot!
We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
<ol> <li>Pictures of your product for identification</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>
After we receive your information and photos, we will get back to you with the results of your request.
Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]  Hi (b)(
Thank you for contacting Crock-Pot!
We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase
After we receive your information and photos, we will get back to you with the results of your request.
Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,
(b)(6)]

Page 1298 of 2182 26/58

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

New email response for Case Number	: 21066397
------------------------------------	------------

Name	(b)(6)
Task	✓
Due Date	3/21/2019
Status	Not Started
Priority	Normal
Assigned To	(b)(6) (b)(6)
Comments	Hi (b)(6) I have dropped off the item with UPS. It is on it's way back to you. Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 12:55 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
	I have sent it again, hope you received it.
	Please email me back tomorrow if you weren't able to get it before this day ends.
	Thank you and looking forward to replacing your unit!
	Sincerely, [b)(6)
	The Crock-Pot® Brand
	The Glock-Follo Bland
	http://www.crock-pot.com
	Hi (b)(6) I did not receive the label. Can you resend it please. Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
	Good Morning!
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.
	Thank you and have a great day!

Page 1299 of 2182 27/58

Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
From: (b)(6) (b)(6) Sent: 3/13/2019 7:35 PM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot
Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
We will be waiting for your respond (b)() have a great day!
Olivery Te
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now ? Sent from my Samsung Galaxy smartphone.  Original messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(d)
Thank you for contacting Crock-Pot!

Page 1300 of 2182 28/58

(b)(6)

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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

From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

New email response for Case Number: 21066397

Name (b)(6)

Page 1301 of 2182

Task	✓					
Due Date	3/22/2019					
Status	Not Started					
Priority	Normal					
Assigned To	(b)(6) (b)(6)					
5000 - 100 ort	Good morning ! I dropped off my pressure cooker yesterday afternoon with UPS. Thank you again for all of your help getting this replaced. Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>					
	Hi (D)(					
	Good Morning!					
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.					
	Thank you and have a great day!					
	Sincerely,					
	(b)(6) The Crock-Pot® Brand					
	http://www.crock-pot.com					
	Hi (b)(					
	Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.					
	After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.					
	We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.					
	Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.					
	We will be waiting for your respond (b)() have a great day!					

Sincerely,

(b)(6)

The Crock-Pot® Brand	
http://www.crock-pot.com	
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What need to do now ? Sent from my Samsung Galaxy smartphone Original messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com (b)(6)="" (gmt-06:00)="" 12="" 19="" 3="" 5:44="" crockpot<="" from="" pm="" response="" subject:="" td="" to:=""><td></td></crockpotconsumercare@newellco.com>	
Hi (b)(	
Thank you for contacting Crock-Pot!	
We understand that your time is valuable, and if it would be more convenient, you can redirectly to this email and answer the following:	oly
<ol> <li>Pictures of your product for identification</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>	
After we receive your information and photos, we will get back to you with the results of y request.	our
Thank you for being the best part of Crock-Pot and we are looking forward to hearing from	n you.
Sincerely,	
(b)(6)	
The Crock-Pot® Brand	
http://www.crock-pot.com	
Subject: Response from CrockPot	
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]	

Thank you for contacting Crock-Pot!

**Hi** (b)(

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this of 2182

(b)(6)

email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### **Case History**

### 3/25/2019 4:13 PM

User Integration

Connection

Action Changed Status from Pending Shipment to Closed.

#### 3/22/2019 12:12 PM

User (b)(6) (b)(6)

Connection

Action Changed Status from Waiting on Consumer to Pending Shipment.

#### 3/12/2019 6:40 PM

User (b)(6) (b)(6)

Connection

Action Changed Status from Open to Waiting on Consumer.

#### 3/12/2019 6:35 PM

User (b)(6) (b)(6)

Connection

Action Changed Reason from Warranty to Complaint.

#### 3/12/2019 6:35 PM

User (b)(6) (b)(6)

Connection

Changed Resolution to Reply. Changed Reason to Warranty. Changed Brand to CrockPot. Changed Subject to Action Crockpotsccppc600v1-Exploded.

#### 3/12/2019 6:34 PM

User (b)(6) (b)(6)

Connection

Action Changed Account Name to Generic Consumer Account 2294. Created.

#### **Emails**

# Response from CrockPot

Message Date 3/22/2019 12:15 PM

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Has Attachment						
Email Address	(b)(6)					
Status						
	Response from CrockPot					
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]					
	Hi (b)(					
	Thank you for informing us and I apologize for the delayed response. I was absent yesterday and just had the time to reply to all my emails.					
	By the way, we have successfully processed your Express Crcok replacement. Please allow us to complete the shipment within 6 to 8 business days. We apologize for any inconvenience this may have caused you.					
	Order number: 1029557708					
	We are glad that we were able to assist you with your concern. Have a great weekend!					
	You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!					
	Sincerely,					
	(b)(6)					
	The Crock-Pot® Brand					
	www.crock-pot.com <a href="http://www.crock-pot.com">www.crock-pot.com</a>					
	From: (b)(6) (b)(6)					
	Sent: 3/22/2019 9:26 AM To: crockpotconsumercare@newellco.com					
	Subject: Re: Response from CrockPot					
	Good morning ! I dropped off my pressure cooker yesterday afternoon with UPS. Thank you again for all of					
	your help getting this replaced. Sent from my Samsung Galaxy smartphoneOriginal messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com></crockpotconsumercare@newellco.com>					
	Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot					
	H: Keyl					
	Hi (b)(					
	Good Morning!					
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.					
	Thank you and have a great day!					
	Singarahy					
	Sincerely,					
	(b)(6)					
	The Crock-Pot® Brand					

Page 1305 of 2182 33/58

# http://www.crock-pot.com

From: (b)(6) (b)(6)  Sent: 3/13/2019 7:35 PM  Fo: crockpotconsumercare@newellco.com  Subject: Re: Response from CrockPot
Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
We will be waiting for your respond (b)( have a great day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Grom: (b)(6) (b)(6) (b)(6)  Sent: 3/12/2019 8:01 PM  Fo: crockpotconsumercare@newellco.com  Subject: Re: Response from CrockPot
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a nousewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do need to do now ? Sent from my Samsung Galaxy smartphone Original messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
Hi (b)(
Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product

	Case: 21066397 ~ Salesforce - Unlimited Edition
	<ol> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>
request.	After we receive your information and photos, we will get back to you with the results of your
you.	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
From: Consisent: 3/12/20 To: (b)(6) Subject: Res [Inline image id=0150H000 Hi (b)( Thank you We undersemail and an 1. Pictures 2. Clear from 3. Take an	sponse from CrockPot  BURL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?  BURD: https://newellrubbermaid.my.salesforce.com/servlet/servle
	f Purchase eceive your information and photos, we will get back to you with the results of your request.
Thank you	a for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,	
(b)(6)	
The Crock	-Pot® Brand
http://wwv	v.crock-pot.com <http: www.crock-pot.com=""></http:>

Re: Response from CrockPot

Message Date 3/22/2019 9:26 AM

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Has Attachment

Email Address (b)(6)

Status Replied

Page 1307 of 2182 35/58

(b)(6)

Subject	Re: Response from CrockPot
Text Body	Good morning! I dropped off my pressure cooker yesterday afternoon with UPS. Thank you again for all of your help getting this replaced. Sent from my Samsung Galaxy smartphone.
	Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
	Good Morning!
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.
	Thank you and have a great day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
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	After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
	We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
	Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
	We will be waiting for your respond (b)() have a great day!
	Sincerely,
	(D)(6)

The Crock-Pot® Brand

Page 1308 of 2182 36/58

nttp://www.cr	ock-pot.com
From: (b)(6) Sent: 3/12/20 To: crockpote Subject: Re: 1  Attached you housewarmin need to do no Origina	consumercare@newellco.com Response from CrockPot  will find the requested pictures. I no longer have my proof of purchase, it was given as a gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I ow ? Sent from my Samsung Galaxy smartphone. If messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com></crockpotconsumercare@newellco.com>
Date: 3/12/19	5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot
	Hi (b)(
	Thank you for contacting Crock-Pot!
directly to thi	We understand that your time is valuable, and if it would be more convenient, you can reply s email and answer the following:
	<ol> <li>Pictures of your product for identification</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>
request.	After we receive your information and photos, we will get back to you with the results of your
you.	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
http://www.cr	ock-pot.com
From: Consu Sent: 3/12/20 To: (b)(6)	riginal Message mer Care - CrockPot [crockpotconsumercare@newellco.com] 19 6:40 PM  ponse from CrockPot
	URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
Hi (b)(	
Thank you	for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this

1. Pictures of your product for identification

email and answer the following:

2. Clear front-view picture of the full product

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/2019	Case: 21066397 ~ Salesforce - Unlimited Edition
2010	Take another photo showing the bottom of the product for material number     Proof of Purchase
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	(p)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com <http: www.crock-pot.com=""></http:>
	ref:_00Di0Ymyy5000H1FPsxM:ref
Do: Doononco	from CrockPot
	3/21/2019 1:20 PM
Has Attachment	
Email Address	(b)(6)
Status	
DEGU PON NO	Re: Response from CrockPot
The state of the s	Hi (b)(6) I have dropped off the item with UPS. It is on it's way back to you. Sent from my Samsung Galaxy
·om·zou,	smartphone.
	Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com></crockpotconsumercare@newellco.com>
	Date: 3/14/19 12:55 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot
	Hi (b)(
	I have sent it again, hope you received it.
	Please email me back tomorrow if you weren't able to get it before this day ends.
	Thank you and looking forward to replacing your unit!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com

----- Original Message --From: (b)(6) (b)(6)

Sent: 3/14/2019 1:09 PM

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Hi (b)(6) I did not receive the label. Can you resend it please. Sent from my Samsung Galaxy smartphone. ------ Original message ------From: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Page 1310 of 2182 38/58

Good Morning!

We have sent the Prepaid	Shipping Label via Email.	. May we ask if you re	eceived it? You might
want to check your junk/spam folder.			

Thank you and have a great day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

------ Original Message ------From: (b)(6) (b)(6)

Sent: 3/13/2019 7:35 PM

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone.

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Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

----- Original Message -----From: (b)(6) (b)(6)

Sent: 3/12/2019 8:01 PM

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Case: 21066397 ~ Salesforce - Unlimited Edition
Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do need to do now? Sent from my Samsung Galaxy smartphone.  Original messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6)  Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
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Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
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Cincore	1.
Sincere	ıy
	-

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Response	from	Croc	<b>kPo</b>	t
----------	------	------	------------	---

nooponioo non	
Message Date	3/14/2019 1:55 PM
Has Attachment	
Email Address	(b)(6)
Status	Sent
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
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	Good Morning!
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.
	Thank you and have a great day!

Page 1313 of 2182 41/58

	Sincerely,
ĺ.	(DXG)
ā	The Crock-Pot® Brand
1	http://www.crock-pot.com
From: (b)(6) Sent: 3/13/2019 To: crockpotco Subject: Re: R	onsumercare@newellco.com lesponse from CrockPot
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ı	Hi (b)(
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į	We will be waiting for your respond (b)() have a great day!
•	Sincerely,
	(D)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
Ori	ginal Message
From: (b)(6) Sent: 3/12/2019 To: crockpotco	(b)(6)
housewarming need to do nov Original	will find the requested pictures. I no longer have my proof of purchase, it was given as a g gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I w ? Sent from my Samsung Galaxy smartphone.  messageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
ļ	Hi (b)(

Thank you for contacting Crock-Pot!

Page 1314 of 2182 42/58 We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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

From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(

you.

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
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- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Re: Response	from CrockPot
Message Date	3/14/2019 1:09 PM
las Attachment	
Email Address	(b)(6)
Status	Replied
Subject	Re: Response from CrockPot
Text Body	Hi (b)(6) I did not receive the label. Can you resend it please. Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6)  Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
	Good Morning!
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to chec your junk/spam folder.
	Thank you and have a great day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	Hi (b)(
	Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.
	After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.
	We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.
	Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.
	We will be waiting for your respond (b)( have a great day!

Page 1316 of 2182 44/58

Since	erely,	
(b)(6)		
The C	Crock-Pot® Brand	
http://www.crock-p	ot.com	
From: (b)(6) (b)(6 Sent: 3/12/2019 8:0 To: crockpotconsul		
housewarming gift	ind the requested pictures. I no longer have my proof of purchase, it was given as a in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do sent from my Samsung Galaxy smartphone.	
Original mes	sageFrom: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>	
Hi (b)		
Than	k you for contacting Crock-Pot!	
	nderstand that your time is valuable, and if it would be more convenient, you can reply il and answer the following:	
2. Cle 3. Tai	ctures of your product for identification ear front-view picture of the full product ke another photo showing the bottom of the product for material number oof of Purchase	
After request.	we receive your information and photos, we will get back to you with the results of your	
Than you.	k you for being the best part of Crock-Pot and we are looking forward to hearing from	
0.		
Since	99300 <del>00</del> 1	
(b)(6)	Crock-Pot® Brand	
http://www.crock-p		
intp.//www.crock-p	oc.com	
	https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?zv&oid=00Di0000000Ymyy]	
Hi (b)(		

Thank you for contacting Crock-Pot!

Page 1317 of 2182 45/58

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Response fron	n CrockPot
Message Date	3/14/2019 11:41 AM
Has Attachment	
Email Address	(b)(6)
Status	Sent
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
	Good Morning!
	We have sent the Prepaid Shipping Label via Email. May we ask if you received it? You might want to check your junk/spam folder.
	Thank you and have a great day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	From: (b)(6) (b)(6)  Sent: 3/13/2019 7:35 PM  To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Are you mailing a prepaid label? Sent from my Samsung Galaxy smartphone.

(b)(6)

------ Original message ------From: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Page 1318 of 2182 Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot Hi (b)( Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information. After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge. We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges. Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you. We will be waiting for your respond (b)( have a great day! Sincerely, (b)(6)The Crock-Pot® Brand http://www.crock-pot.com -- Original Message ---From: (b)(6) (b)(6)Sent: 3/12/2019 8:01 PM To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone. ------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot Hi (b)( Thank you for contacting Crock-Pot! We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: 1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase After we receive your information and photos, we will get back to you with the results of your request. Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Page 1319 of 2182

	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	http://www.crock-pot.com
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
	<ol> <li>Pictures of your product for identification</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	(p)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com <http: www.crock-pot.com=""></http:>
	ref:_00Di0Ymyy5000H1FPsxM:ref
Re: Response	from CrockPot
Message Date	3/13/2019 7:35 PM
Has Attachment	
<b>Email Address</b>	(b)(6)
Status	Replied
Subject	Re: Response from CrockPot
Text Body	Are you mailing a prepaid label ? Sent from my Samsung Galaxy smartphone Original messageFrom: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot</crockpotconsumercare@newellco.com>
	Hi (b)(
	Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.

Page 1320 of 2182 48/58 After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.

We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.

Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.

the replacement for you.	
We will be waiting for your respond (b)( have a great day!	

To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot

Sent: 3/12/2019 8:01 PM

Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

request.

you.

Page 1321 of 2182

Original Message From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com] Sent: 3/12/2019 6:40 PM To: (b)(6) Subject: Response from CrockPot
Subject: Response from CrockPot
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
Hi (b)(
Thank you for contacting Crock-Pot!
We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
<ol> <li>Pictures of your product for identification</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>Proof of Purchase</li> </ol>
After we receive your information and photos, we will get back to you with the results of your request.
Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com <http: www.crock-pot.com=""></http:>
ref:_00Di0Ymyy5000H1FPsxM:ref

### Response from CrockPot

Message Date	3/13/2019 3:07 PM
Has Attachment	
Email Address	(b)(6)
Status	Sent
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(

Thank you for submitting the pictures of your product. We appreciate you taking the time to send us your information.

After reviewing the information you provided, we found the product is not covered by the terms of the Crock-Pot (Limited Lifetime Guarantee/warranty). As a one time courtesy, we're happy to send you a replacement product for free of charge.

We have sent you a Prepaid Shipping Label so you could sent the unit back to us without paying for any charges.

Please reply directly to this email once you have dropped the product to the nearest UPS so we can process the replacement for you.

We will be waiting for your respond (b)( have a great day!

Page 1322 of 2182

Sincerely,	
(b)(6)	
The Crock-P	ot® Brand
www.crock-	pot.com <http: www.crock-pot.com=""></http:>
From: (b)(6) Sent: 3/12/20 To: crockpo	
housewarmi need to do r Origin	u will find the requested pictures. I no longer have my proof of purchase, it was given as a ing gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I now ? Sent from my Samsung Galaxy smartphone.  The individual i
	Hi (b)(
	Thank you for contacting Crock-Pot!
directly to th	We understand that your time is valuable, and if it would be more convenient, you can reply nis email and answer the following:
	1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase
request.	After we receive your information and photos, we will get back to you with the results of your
you.	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
From: Cons Sent: 3/12/20 To: (b)(6)	Original Message umer Care - CrockPot [crockpotconsumercare@newellco.com] 019 6:40 PM sponse from CrockPot

 $[Inline\ image\ URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?id=0150H00000Eb3zv\&oid=00Di0000000Ymyy]$ 

Page 1323 of 2182 51/58

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

- 1. Pictures of your product for identification
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Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com <http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### Re: Response from CrockPot

Message Date 3/12/2019 8:01 PM

Has Attachment ✓

Email Address (b)(6)

Status Replied

Subject Re: Response from CrockPot

Text Body Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

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Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

Case: 21066397 ~ Salesforce - Unlimited Edition (b)(6)The Crock-Pot® Brand http://www.crock-pot.com ----- Original Message ------From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com] Sent: 3/12/2019 6:40 PM **To**: (b)(6) Subject: Response from CrockPot [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy] Hi (b)( Thank you for contacting Crock-Pot! We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following: 1. Pictures of your product for identification 2. Clear front-view picture of the full product 3. Take another photo showing the bottom of the product for material number 4. Proof of Purchase

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(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### Re: Response from CrockPot

Message Date	3/12/2019 8:01 PM
Has Attachment	✓
Email Address	(b)(6)
Status	New
R440 R404-00-00	THE COST BUILD CONTROL OF THE CONTROL OF THE COST

Subject Re: Response from CrockPot

Text Body Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

Page 1325 of 2182

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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

From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM **To**: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyv]

Hi (b)(

Thank you for contacting Crock-Pot!

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:

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- 3. Take another photo showing the bottom of the product for material number
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Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### Re: Response from CrockPot

Message Date 3/12/2019 8:00 PM

Has Attachment ✓

Email Address (b)(6)

Page 1326 of 2182

Status New

Subject Re: Response from CrockPot

Text Body Attached you will find the requested pictures. I no longer have my proof of purchase, it was given as a housewarming gift in April of 2018 and purchased from the Walmart in Millbrook Alabama for \$79. What do I need to do now? Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Consumer Care - CrockPot <crockpotconsumercare@newellco.com> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(

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Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

----- Original Message -----From: Consumer Care - CrockPot [crockpotconsumercare@newellco.com]

Sent: 3/12/2019 6:40 PM To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

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Sincerely	
(b)(6)	

The Crock-Pot® Brand

http://www.crock-pot.com < http://www.crock-pot.com>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

Thank you for contacting Crock-Pot!

Response from	n CrockPot
Message Date	3/12/2019 6:44 PM
Has Attachment	
Email Address	(b)(6)
Status	Sent
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(
	Thank you for contacting Crock-Pot!
	We understand that your time is valuable, and if it would be more convenient, you can reply directly to this email and answer the following:
	1. Pictures of your product for identification
	2. Clear front-view picture of the full product
	Take another photo showing the bottom of the product for material number     Proof of Purchase
	After we receive your information and photos, we will get back to you with the results of your request.
	Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]  Hi (b)(

We understand that your time is valuable, and if it would be more convenient, you can reply directly to this
Page 1328 of 2182
56/58

(b)(6)

email and answer the following:

- 1. Pictures of your product for identification
- 2. Clear front-view picture of the full product
- 3. Take another photo showing the bottom of the product for material number
- 4. Proof of Purchase

After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

### Response from CrockPot

Message Date 3/12/2019 6:40 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Response from CrockPot

[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

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- 3. Take another photo showing the bottom of the product for material number
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Text Body After we receive your information and photos, we will get back to you with the results of your request.

Thank you for being the best part of Crock-Pot and we are looking forward to hearing from you.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref: 00Di0Ymyy. 5000H1FPsxM:ref

Chatter Text Posts

(b)(6)

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Case: 21066397 ~ Salesforce - Unlimited Edition

(b)(6) (b)(6) consumer sent the unit back checked tracking (b)(6) accommodation 1029557708 March 22, 2019 at 12:16 PM	- in transit placed replacement under
(b)(6) sent PPSL as one time courtesy since unit was given as a gift March 13, 2019 at 3:10 PM	
(b)(6) (b)(6) consumer said her sccppc600v1 exploded on her consumer has just want to have unit replaced asked for pictures prior to sending a PPSL March 12, 2019 at 6:41 PM	an injury (scar on her arm) but she doesn't mind, she

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Case: 21649131

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Case Number	21649131 [View Hiera	rchy]	Case	Owner	(b)(6)	]	
Parent Case	21626471	1626471		Case Record Type		Replacement/Refund	
Case Origin	Web						
Subject	Multi-Cooker - Lid Expl	oded	Brand		CrockPot		
Priority	Medium		Sub	o-Brand			
Case Language	English			Reason Information			
Region	US			Status	Closed		
Knowledge Article Needed		R		solution	Order Placed		
Knowledge Notes			L	icensee			
Assigned Skill				Has Recall?		NO	
Region Flag	1998			Case Group		Consumer	
Repaired by			Ref Id		[ ref:_00Di0Ym	yy5000H1GsK2t:ref]	
Account Number				Ship To			
			8	Sold To			
Open Related	Cases	rge Cases					
Case Nur	mber Subject	Brand	Contact Name	Date	Opened	Owner Name	
	Me	rge Cases					

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

### Description

Description I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)

(b)(6)

Sent from Yahoo Mail for iPhone

On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> 111 11 11 Dear Consumer, | You recently contacted our Consumer Service department. | If you still need our assistance with this case 21626471, please reply to this email directly. | If you did not receive our reply please check your SPAM folder. | Sincerely, | CrockPot Consumer Service | [ ref:\_00Di0Ymyy.\_5000H1GrsHM:ref ] | 11

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	- 1731 - 1731					
	П					
	   © 2019 CrockPot, All Rights Reserved       					
Other Contact Us Data	Website : www.crock-pot.com					
	Date Code : Model Number : SCCPPC600-V1-DS language : en locale : en_US inquiry type : Consumer_Default					
	Contact email : (b)(6)					
	Contact phone Contact Street :					
	Contact City : [					
	Contact State : Contact Postalcode : (b)(6)	<u></u>				
External Order	Contact Country : [ US ]	External Refund				
Number		Number				
Contact Data						
Account Name	Generic Consumer Account 2277	New Email From Customer				
Contact Name	(b)(6)	New Email Counter	0			
Consumer Hold		Web Name				
Contact Phone	(b)(6)	Web Phone				
Contact Email		Email Sender	(b)(6)			
Email-to-Fax		Case Email	crockpotconsumercare@newellco.com			
Preferred Method		Declined Marketing Data				
Notes						
SAP Notes						
SAP Notes Internal	(b)(6) : 2019-05-29 18:10:22]					
	Send consumer an email advising will clos	e the case.				
	(b)(6) : 2019-05-20 20:26:06] Send consumer an email advising that the	shipment has already b	peen delivered			
	Asked if she still needs any further assista					
	(b)(6) : 2019-05-06 21:49:23]	Iroady send back the M	ulti Cooker using the DDSI			
	ISSUE: Consumer send update that she already send back the Multi-Cooker using the PPSL					
	TROUBLESHOOT Y/N/NA:  RESOLUTION: Tracked PPSL, already in-	transit Processed sent	promont advised 6.0 husiness days			
	RESOLUTION: Tracked PPSL, already in-	transit. Processed rebia	acement, advised 6-8 business days			

Page 1333 of 2182 3/26 shipping timeline. Provided order and case number

Mistakenly processed order at the closed case, but order pushed through.

PPSL (b)(6) In-transit

Order number: 1030001427

: 2019-05-02 16:51:47]

ISSUE: Consumer respond with name and address

### TROUBLESHOOT Y/N/NA:

RESOLUTION: Processed PPSL, advised consumer to inform us 2 days after she dropped off the package so we can proceed with the next steps

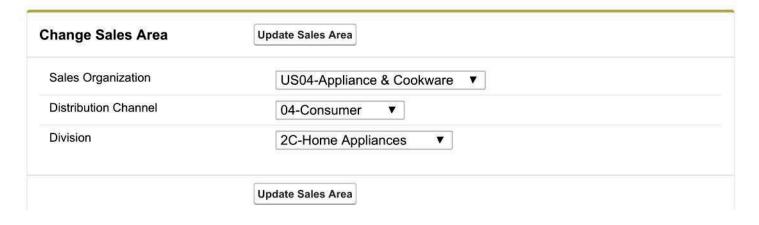
PPSL: (b)(6)

: 2019-04-04 16:18:22]

Problem: Consumer purchased her pressure cooker a couple weeks ago. This is the second time she used it. The lid exploded off from it during cooking. The hot liquid splashed on her 4 month old puppy and covered that area off her kitchen.

Action: Respond to consumer, offered replacement, asked additional information.

Details: SCCPPC600-V1-DS



### Case Images

No Images found!

### **Receive Product Information**

**Product Received** Date Number of products being returned

Number of products received

Inspection Data

(b)(6)

Page 1334 of 2182

Inspected By

Inspection Matches Claim

Inspection Detail

Shi	D	pii	na	Int	for	ma	atio	on
	_	_						-

Shipping Date Shipment Number

Latest Shipment Number

### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

### **System Information**

Date/Time Opened 5/4/2019 8:06 PM Created By Integration, 5/4/2019 8:06 PM

Date/Time Closed 5/29/2019 2:10 PM Last Modified By (b)(6) 5/29/2019 2:10 PM

SAP Notes Update 5/29/2019 2:10 PM

First Email Response 5/6/2019 5:48 PM Legacy Incident

Number

**Special Routing** 

Survey Date Owner Division Araneta

Other Call Data Created By Division

UCID

## **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
<b>Contact Owner</b>	Integration	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	

Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informati	tion		
Mailing Address	(b)(6)	Other Address	United States
	*	House Number Other	
		Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informati	on		
Phone Raw	(b)(6)	Created By	Integration, 2/24/2019 11:43 AM
MobilePhone Raw		Last Modified By	Integration, 2/24/2019 11:43 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			
	Google Search	Google Maps	Send Gmail
	Yahoo! Weather	Activity Report by Contact	
Case Products CP-0008421680			
Record Status			

Product SCCPPC600V1DS

Material Description SLOWCOOKER CRP 6QT XPRS BLK SS

(b)(6)

Mfg Date
Has Recall List View NO
Serial/Batch Number
Date of Purchase

Under Warranty Under Warranty

### **Activity History**

	Email: R	esponse	from	Croc	<b>kPot</b>
--	----------	---------	------	------	-------------

Name	(b)(6)
Task	✓
Due Date	5/29/2019
Assigned To	(b)(6)
Last Modified Date/Time	5/29/2019 2:09 PM
Comments	Additional To: (b)(6) CC: BCC: Attachment:
	Subject: Response from CrockPot Body:
	Dear(b)(6)

You previously contacted Crock-Pot Consumer Care regarding Case Number 21649131. Because we have not received a response and the replacement has already been delivered, we are closing the case to give way to other consumers in need.

In the event that you think of other questions in the future and may need an immediate assistance, please call our Crock-Pot® Brand Customer Service 1-800-323-9519 and one of our specialists will be more than happy to take care of you.

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

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

From: CrockPot Consumer Care [crockpotconsumercare@newellco.com]

Sent: 5/20/2019 4:25 PM

To: (b)(6)

Subject: Response from CrockPot

[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Dear(b)(6)

I hope my message finds you well. We were able to track the shipment and it shows that your order has been delivered Saturday 5/11/2019 at 12:28 pm.

May we please ask if you still need any assistance from us?

If you have any questions or clarifications, please reply directly to this email so we can determine on how we can better assist you.

Also, please be advised that this case number 20972347 will be closed after 48 hours from today's notice if we don't get a response.

Your response will be highly appreciated. Thank you so much for understanding.

Have a wonderful day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

----- Original Message

From: CrockPot Consumer Care [crockpotconsumercare@newellco.com]

Sent: 5/6/2019 5:48 PM

**To**: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyv]

**Dear** (b)(6)

Thank you so much for giving us an update. I have successfully processed your Crock-Pot Multi-Cooker replacement.

Please allow us to complete the shipment within 6 to 8 business days.

Order number: 1030001427 Case number: 21626471

Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!

I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

Original Message -----

From: (b)(6) (b)(6)

Page 1338 of 2182

(b)(6)

```
Sent: 5/4/2019 8:06 PM
To: crockpotconsumercare@newellco.com
Subject: Re: CrockPot - Reply for additional assistance with case 21626471
I sent the crockpot back with the shipping label that your company sent to me. Just like I was
instructed. Thank you, (b)(6)
Sent from Yahoo Mail for iPhone
On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care
<crockpotconsumercare@newellco.com> wrote:
   \Pi
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  Dear Consumer, |
  You recently contacted our Consumer Service department. |
  If you still need our assistance with this case 21626471, please reply to this email directly.
  If you did not receive our reply please check your SPAM folder.
  Sincerely, |
 CrockPot Consumer Service |
| [] |
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Page 1339 of 2182

11 11 П

ref:\_00Di0Ymyy.\_5000H1GsK2t:ref

Email: Response from	
Name	(D)(O)
Task	✓
Due Date	5/20/2019
Assigned To	(b)(6)
Last Modified Date/Time	5/20/2019 4:25 PM
Comments	Additional To: (b)(6) CC: BCC: Attachment: Subject: Response from CrockPot Body:
	<b>Dear</b> (b)(6)

I hope my message finds you well. We were able to track the shipment and it shows that your order has been delivered Saturday 5/11/2019 at 12:28 pm.

May we please ask if you still need any assistance from us?

If you have any questions or clarifications, please reply directly to this email so we can determine on how we can better assist you.

Also, please be advised that this case number 20972347 will be closed after 48 hours from today's notice if we don't get a response.

Your response will be highly appreciated. Thank you so much for understanding.

Have a wonderful day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

Page 1340 of 2182

www.crock-pot.com
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
Dear (b)(6)
Thank you so much for giving us an update. I have successfully processed your Crock-Pot Multi-Cooker replacement.
Please allow us to complete the shipment within 6 to 8 business days.
Order number: 1030001427 Case number: 21626471
Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!
I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!
You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
Sincerely,
(b)(6)
The Crock-Pot® Brand
www.crock-pot.com <http: www.crock-pot.com=""></http:>
From: (b)(6) (b)(6)  Sent: 5/4/2019 8:06 PM  To: crockpotconsumercare@newellco.com  Subject: Re: CrockPot – Reply for additional assistance with case 21626471
I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)
Sent from Yahoo Mail for iPhone
On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <a href="mailto:crockpotconsumercare@newellco.com">crockpotconsumercare@newellco.com</a> wrote:
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Page 1341 of 2182 11/26

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| Dear Consumer, |
 You recently contacted our Consumer Service department.
 If you still need our assistance with this case 21626471, please reply to this email directly.
 If you did not receive our reply please check your SPAM folder.
 Sincerely, |
 CrockPot Consumer Service |
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Page 1342 of 2182

ref: 00Di0Ymvv 5000H1GsK2t:ref

Email:	Res	ponse	from	Crock	<b>Pot</b>

Email: Response fron Name	SALE CONTRACTOR CONTRA
Task	
Due Date	
Assigned To	The second at the second secon
Last Modified Date/Time	and the state of t
Comments	Additional To: (b)(6)
	CC:
	BCC: Attachment:
	Subject: Response from CrockPot Body:
	<b>Dear</b> ((b)(6)
	Thank you so much for giving us an update. I have successfully proc Cooker replacement.
	Please allow us to complete the shipment within 6 to 8 business days.
	Order number: 1030001427
	Case number: 21626471

Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!

update. I have successfully processed your Crock-Pot Multi-

I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

---- Original Message ---From: (b)(6) (b)(6) Sent: 5/4/2019 8:06 PM

To: crockpotconsumercare@newellco.com

Subject: Re: CrockPot - Reply for additional assistance with case 21626471

I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)

Sent from Yahoo Mail for iPhone

On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

(b)(6)

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| Dear Consumer, |
  You recently contacted our Consumer Service department.
  If you still need our assistance with this case 21626471, please reply to this email directly.
  If you did not receive our reply please check your SPAM folder.
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  Sincerely, |
  CrockPot Consumer Service |
| [] |
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(b)(6)

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ref: 00Di0Ymvv, 5000H1GsK2t:ref	

# Open Activities

New email	response for Case Number : 21649131	
Name	(b)(6)	
Task	✓	
	5/4/2019	
	Not Started	
	Normal	
Assigned To		
Comments	I sent the crockpot back with the shipping label that your company sent to me. Just like I w you, (b)(6)	as instructed. I hani
	Sent from Yahoo Mail for iPhone	
	On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@ne< td=""><td>wellco.com&gt; wrote:</td></crockpotconsumercare@ne<>	wellco.com> wrote:
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	Dear Consumer,	
	You recently contacted our Consumer Service department.	
)(6)	<del>U. L.</del>	Page 1345 of

f 2182 15/26

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If you did not receive our reply please check your SPAM folder. |
            | Sincerely, |
             CrockPot Consumer Service |
            [ ref:_00Di0Ymyy._5000H1GrsHM:ref ] |
            11
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            © 2019 CrockPot, All Rights Reserved
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Case History
5/29/2019 2:10 PM
      User (b)(6)
Connection
           Changed Resolution from 72h - Auto-Close to Order Placed. Changed Status from Waiting on Internal Data to
     Action
           Closed.
5/22/2019 5:00 PM
      User Integration
Connection
            Changed Resolution from Order Placed to 72h - Auto-Close. Changed Reason from Complaint to Information.
           Changed Status from Waiting on Consumer to Waiting on Internal Data.
5/20/2019 4:27 PM
      User (b)(6)
Connection
     Action Changed Status from Pending Shipment to Waiting on Consumer.
5/6/2019 5:47 PM
      User (b)(6)
```

(b)(6)

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	· ^	n	n	0	~t	in	n

Action	Changed	Resolution to	Order Placed	Changed Status	from New to	Pending Shipment.

5/6/2019 5:42 F	·M
User (b)(6	
Connection	
	nged Reason from Information to Complaint. Changed Description. Changed Subject from Re: CrockPot – ly for additional assistance with case 21626471 to Multi-Cooker - Lid Exploded.
5/4/2019 8:06 P	PM
User Inte	gration
Connection	
Action Cha	nged Priority to Medium. Created.
Emails	
Response fron	A CONTROL OF THE PROPERTY OF T
Message Date Has Attachment	5/29/2019 2:09 PM
Email Address	(bye)
Status	Figs. Intel
(27),300,5,70(0)	Response from CrockPot
	[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear (b)(6)
	You previously contacted Crock-Pot Consumer Care regarding Case Number 21649131. Because we have not received a response and the replacement has already been delivered, we are closing the case to give way to other consumers in need.
	In the event that you think of other questions in the future and may need an immediate assistance, please call our Crock-Pot® Brand Customer Service 1-800-323-9519 and one of our specialists will be more than happy to take care of you.
	You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear (b)(6)

Page 1347 of 2182 17/26

I hope my message finds you well. We were able to track the shipment and it shows that your order has been delivered Saturday 5/11/2019 at 12:28 pm.

May we please ask if you still need any assistance from us?

If you have any questions or clarifications, please reply directly to this email so we can determine on how we can better assist you.

Also, please be advised that this case number 20972347 will be closed after 48 hours from today's notice if we don't get a response.

Your response will be highly appreciated. Thank you so much for understanding.

Have a wonderful day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

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

From: CrockPot Consumer Care [crockpotconsumercare@newellco.com]

Sent: 5/6/2019 5:48 PM

To: (b)(6)

Subject: Response from CrockPot

[Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

**Dear**(b)(6)

Thank you so much for giving us an update. I have successfully processed your Crock-Pot Multi-Cooker replacement.

Please allow us to complete the shipment within 6 to 8 business days.

Order number: 1030001427 Case number: 21626471

Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!

I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!

You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

```
Original Message -----
From: (b)(6)
                 (b)(6)
Sent: 5/4/2019 8:06 PM
To: crockpotconsumercare@newellco.com
Subject: Re: CrockPot - Reply for additional assistance with case 21626471
I sent the crockpot back with the shipping label that your company sent to me. Just like I was
instructed. Thank you,(b)(6)
Sent from Yahoo Mail for iPhone
On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com>
wrote:
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  Dear Consumer,
  You recently contacted our Consumer Service department.
  If you still need our assistance with this case 21626471, please reply to this email directly.
  If you did not receive our reply please check your SPAM folder.
  Sincerely, |
 CrockPot Consumer Service |
  [] [
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```

Page 1349 of 2182

|ref:\_00Di0Ymyy.\_5000H1GsK2t:ref

Response from CrockPot		
Message Date	5/20/2019 4:25 PM	
Has Attachment		
<b>Email Address</b>	(b)(6)	
Status	Replied	
Subject	Response from CrockPot	
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]	
	Dear (b)(6)	
	I hope my message finds you well. We were able to track the shipment and it shows that your order has been delivered Saturday 5/11/2019 at 12:28 pm.	
	May we please ask if you still need any assistance from us?	
	If you have any questions or clarifications, please reply directly to this email so we can determine on how we can better assist you.	
	Also, please be advised that this case number 20972347 will be closed after 48 hours from today's notice if we don't get a response.	
	Your response will be highly appreciated. Thank you so much for understanding.	
	Have a wonderful day!	
	Sincerely,	
	(b)(6)	
	The Crock-Pot® Brand	
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>	

Page 1350 of 2182 20/26

(b)(6)

Original Message
From: CrockPot Consumer Care [crockpotconsumercare@newellco.com] Sent: 5/6/2019 5:48 PM
To: (b)(6) Subject: Response from CrockPot
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
<b>Dear</b> (b)(6)
Thank you so much for giving us an update. I have successfully processed your Crock-Pot Multi-Cooker replacement.
Please allow us to complete the shipment within 6 to 8 business days.
Order number: 1030001427 Case number: 21626471
Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!
I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!
You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
Sincerely,  (b)(6)  The Crock-Pot® Brand  www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
From: (b)(6) (b)(6)  Sent: 5/4/2019 8:06 PM  To: crockpotconsumercare@newellco.com Subject: Re: CrockPot – Reply for additional assistance with case 21626471
I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)
Sent from Yahoo Mail for iPhone
On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
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Page 1351 of 2182 21/26

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| Dear Consumer, |
 You recently contacted our Consumer Service department. |
 If you still need our assistance with this case 21626471, please reply to this email directly.
 If you did not receive our reply please check your SPAM folder.
 Sincerely,
 CrockPot Consumer Service |
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 |ref:_00Di0Ymyy._5000H1GsK2t:ref
```

Response from CrockPot

(b)(6)

Message Date	5/6/2019 5:48 PM
Has Attachment	
Email Address	(b)(6)
Status	Replied
	Response from CrockPot
STATE OF THE PARTY	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear (b)(6)
	Thank you so much for giving us an update. I have successfully processed your Crock-Pot Multi-Cooker replacement.
	Please allow us to complete the shipment within 6 to 8 business days.
	Order number: 1030001427 Case number: 21626471
	Please let us know if you have any questions or concerns. We can't wait for you to start enjoying your new Crock-Pot® 6-Quart Express Crock Multi-Cooker!
	I hope I was able to assist you with your concern. Thanks for being the best part of Crock-Pot and have a great day ahead!
	You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
	Sincerely,  [b)(6)  The Crock-Pot® Brand
	www.crock-pot.com <http: www.crock-pot.com=""></http:>
	I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)
	Sent from Yahoo Mail for iPhone
	On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
	1 11
	11

Page 1353 of 2182 23/26

```
11
| | |
| | | | |
 Dear Consumer,
You recently contacted our Consumer Service department.
 If you still need our assistance with this case 21626471, please reply to this email directly.
 1
11
 If you did not receive our reply please check your SPAM folder.
  1
 Sincerely, |
 CrockPot Consumer Service |
| [] |
1 1
11
|
| 1
11
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11
```

|ref:\_00Di0Ymyy.\_5000H1GsK2t:ref

(b)(6)

# Re: CrockPot – Reply for additional assistance with case 21626471

	AND CONTRACTOR OF THE CONTRACT
Message Date	5/4/2019 8:06 PM
Has Attachment	
<b>Email Address</b>	(b)(6)
Status	Replied
(i)	Re: CrockPot – Reply for additional assistance with case 21626471
Text Body	I sent the crockpot back with the shipping label that your company sent to me. Just like I was instructed. Thank you, (b)(6)
	Sent from Yahoo Mail for iPhone
	On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com>wrote:</crockpotconsumercare@newellco.com>
	111
	11
	II II II
	Dear Consumer,
	You recently contacted our Consumer Service department.
	If you still need our assistance with this case 21626471, please reply to this email directly.       
	  If you did not receive our reply please check your SPAM folder.     
	   Sincerely,
	   CrockPot Consumer Service

П

# Chatter

### **Text Posts**

(b)(6) Send consumer an email advising will close the case. May 29, 2019 at 2:10 PM

(b)(6) Send consumer an email advising that the shipment has already been delivered. Asked if she still needs any further assistance so the case can be closed.

May 20, 2019 at 4:26 PM

(b)(6) (b)(6) ISSUE: Consumer send update that she already send back the Multi-Cooker using the PPSL TROUBLESHOOT Y/N/NA: RESOLUTION: Tracked PPSL, already in-transit. Processed replacement. advised 6-8 business days shipping timeline. Provided order and case number Mistakenly processed order at the closed case, but order pushed through. PPSL

b)(6) In-transit Order number: 1030001427

May 6, 2019 at 5:49 PM

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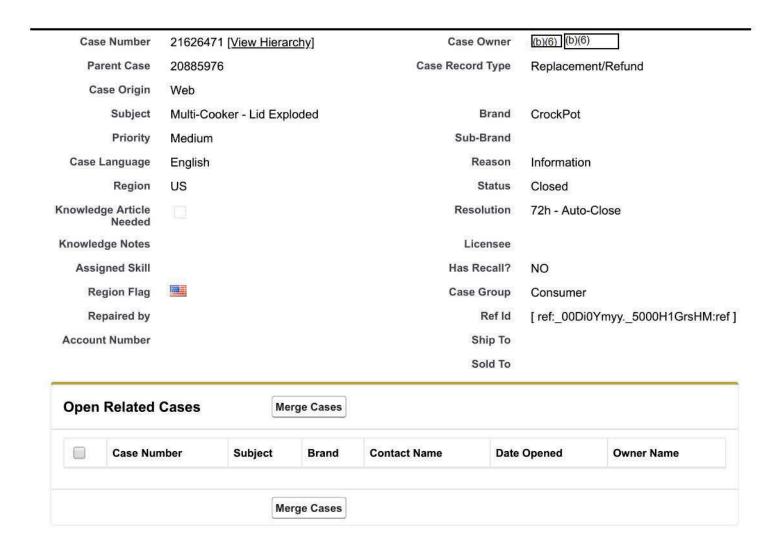


Case: 21626471

Close Window

Print This Page

Expand All | Collapse
All



Keyword Recall 1	
Keyword Recall 2	
Keyword Recall 3	
Keyword Recall Template	
Keyword Auto Response	
	Keyword Recall 2  Keyword Recall 3  Keyword Recall  Template  Keyword Auto

Description My name is (b)(6) My shipping address is (b)(6) purchased the crockpot at Kohl's and the second time I used it the lid blew off.

#### Sent from Yahoo Mail for iPhone

On Thursday, April 4, 2019, 12:18 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:



Thank you for contacting Crock-Pot! We strive for continuous, meaningful innovation, and your feedback plays a key role in improving our products. Your business is important to us and We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

We're sorry for any inconvenience that you may have experienced with your Multi-cooker. We stand behind our products 100% and we'd love to assist you with the replacement of your Multi-Cooker. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

- Name, Contact Number and Shipping address
- Clear front-view picture of the full product
- Take another photo showing the bottom of the product for material number
- When and Where did you purchase the product?

We will be sending a prepaid shipping label to you by email so you can return the Multi-Cooker back to us, you just have to print it out, attach it on the package and drop it off at any UPS center. After we received the package back we will be processing a replacement for you free of charge.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

(b)(6) The Crock-Pot® Brand

Sincerely,

http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1Ec7d4:ref

Other Contact Us Data

Website: www.crock-pot.com

Date Code:

Model Number: SCCPPC600-V1-DS

language : en locale : en\_US

Page 1358 of 2182

inquiry type: Consumer\_Default Contact email: [ (b)(6) Contact phone: (b)(6) Contact Street: Contact City: [(b)(6) Contact State: Contact Postalcode : (b)(6) Contact Country: [US] External Order External Refund Number Number **Contact Data** Account Name Generic Consumer Account 2277 **New Email From** Customer **Contact Name** (b)(6)**New Email Counter** Consumer Hold Web Name Contact Phone Web Phone (b)(6)Contact Email (b)(6)**Email Sender** (b)(6)Email-to-Fax Case Email crockpotconsumercare@newellco.com **Preferred Method Declined Marketing** Data **Notes** SAP Notes SAP Notes Internal : 2019-05-02 16:51:47] ISSUE: Consumer respond with name and address TROUBLESHOOT Y/N/NA: RESOLUTION: Processed PPSL, advised consumer to inform us 2 days after she dropped off the package so we can proceed with the next steps PPSL: (b)(6) : 2019-04-04 16:18:22] Problem: Consumer purchased her pressure cooker a couple weeks ago. This is the second time she used it. The lid exploded off from it during cooking. The hot liquid splashed on her 4 month old puppy and covered that area off her kitchen. Action: Respond to consumer, offered replacement, asked additional information. Details: SCCPPC600-V1-DS Change Sales Area **Update Sales Area** Sales Organization US04-Appliance & Cookware Distribution Channel 04-Consumer Division 2C-Home Appliances •

Page 1359 of 2182

**Update Sales Area** 

### Case Images



#### Receive Product Information

**Product Received** Date

Number of products being returned

Number of products received

# **Inspection Data**

Inspected By

Inspection Matches Claim

Inspection Detail

# **Shipping Information**

**Shipping Date** 

**Shipment Number** 

**Latest Shipment** Number

### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Code

**Shipping Country** 

**United States** 

**Shipping Email** 

**Shipping Phone** 

# System Information

**Date/Time Opened** 5/2/2019 11:29 AM Created By Integration, 5/2/2019 11:29 AM

Date/Time Closed 5/4/2019 1:00 PM **Last Modified By** 

Integration, 5/4/2019 1:00 PM

**SAP Notes Update** First Email Response

5/2/2019 12:51 PM 5/2/2019 12:51 PM Special Routing

Legacy Incident Number

Survey Date

**Owner Division** Araneta

Page 1360 of 2182

httphilas

Other Call Data

UCID

# **Contact Information**

3)				Page 1361
Survey Unsubscribe		Last Survey Sent		
Survey Unsubscribe		Days Since Last Survey	0	
Survey section				
Merge Details				
Description				
# of Persons in Household		Last Stay-in-Touch Save Date		
Marital Status		Last Stay-in-Touch Request Date		
Gender		Mass_Communication Opt Out		
Birthdate		Brand Preferences		
Additional Inform	mation			
		Other Address		
		Address Country Code ISO		
		House Number Other		
Mailing Address	(b)(6)	Other Address	United States	
Address Informa	ation			
Job Title				
Company Name	[ <del>]</del>	Contact Lock		
Language	English	Open Moneybacks		
Identifier Region	US	Preferred Method		
<b>Duplicate Contact</b>		Email	(b)(6)	
Duplicate Contact	Consumer	Fax		
Contact Type	Consumer	Other Phone		
Account Number	Generic Consumer Account 2277	Mobile Home Phone		
Name	(b)(6)	Phone	(b)(6)	
Contact Owner	Integration	VIP Consumer	(b)(e)	
Consumer Hold		High Profile		
	F*	Count		
Open Risk Case Flag		Open Risk Case	0	

(b)(6)

Date Date

System Info	rmation		
Phone	Raw (b)(6)	Created By	Integration, 2/24/2019 11:43 AM
MobilePhone	Raw	Last Modified By	Integration, 2/24/2019 11:43 AM
HomePhone	Raw	Contact Record Type	Consumer
OtherPhone	Raw	Ext-Data Stage Source System	
		Ext-Data Stage ID	
<b>Custom Links</b>			
	Google Search	Google Maps	Send Gmail
	Yahoo! Weather	Activity Report by Contact	
Case Products CP-0008403589			
Record Statu	Control of the contro		
	ct SCCPPC600V1DS		
rangement Man a	on SLOWCOOKER CRP 6QT	XPRS BLK SS	
Mfg Dat			
Has Recall List Vie			
Serial/Batch Number	RO.		
Date of Purchas	se ty  Under Warranty		
Related Cases 21649131	W.W.O. L		
	Multi-Cooker - Lid Explode Medium	a	
Date/Time Opened			
	Closed		
Owner			
		th the shipping label that your compan	v sent to me. Just like I was
	instructed. Thank you,(b)(6)		,
	Sent from Yahoo Mail for iF	Phone	
	On Saturday, May 4, 2019, wrote:	1:00 PM, CrockPot Consumer Care <cro< td=""><td>ockpotconsumercare@newellco.com&gt;</td></cro<>	ockpotconsumercare@newellco.com>
	III		
	11		
	П		
	T.E		

Page 1362 of 2182 6/14

```
İI
| Dear Consumer, |
You recently contacted our Consumer Service department.
If you still need our assistance with this case 21626471, please reply to this email directly.
If you did not receive our reply please check your SPAM folder. |
| Sincerely, |
| CrockPot Consumer Service |
[ ref:_00Di0Ymyy._5000H1GrsHM:ref ] |
11
11
11
11
© 2019 CrockPot, All Rights Reserved |
11
```

**Attachments** 

SignatureImage (b)(6) GIF SignatureImage (b)(6) GIF Page 1363 of 2182 7/14

(b)(6)

		7	2		12
Size	10KB	-	Size	10KB	
Ownership	(b)(6)		Ownership	Integration	
View	View file		View	View file	
Last Modified	5/8/2019	B:24 AM	Last Modified	5/8/2019 8:20 AM	
ReturnLabel	-Sequenc	ceNumber-1.GIF	IMG_0637.J	PG	
	31KB			1.66MB	
Ownership				Integration	
	View file			View file	
Last Modified	5/2/2019	12:47 PM	Last Modified	5/2/2019 11:29 AM	
IMG_0634.jp	sor deservations				
	2.12MB				
Ownership		on			
	View file				
Last Modified	5/2/2019	11:29 AM			
	MINORAL PROPERTY.				
Activity Hist					
Email: Resp	1,640	NASSA LI MAL BANKS MS			
		Amie Hawley			
	Task	✓			
	Due Date				
As	signed To	(b)(6) (b)(6)			
Last Modified I	Date/Time	5/2/2019 12:51 PM			
C	Comments	Additional To: (b)(6)			
		CC:			
		BCC: Attachment:			
		Attachment.			
		Subject: Response from CrockPot			
		Body:			
		Dear (h)/6)			
		Thank you so much for your respons	e. We have se	nt you the prepaid shipping label	on a separate
		email.		,	
		Please advise us by replying directly to	o this email. 2	days after you have dropped off	the package so
		we can proceed with the next steps.	, -	, ,	
		Thank you for your time and business	and please le	t us know if you have any guesti	ons.
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,		21121
		Sincerely,			
		officerery,			
		(b)(6)			
		The Crock-Pot® Brand			
		orom i oro bruita			
		www.crock-pot.com			
		Original Message			D 4004 - 40
					11 4004 60

Page 1364 of 2182 8/14

From: (b)(6) (b)(6)  Sent: 5/2/2019 11:29 AM  To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot
My name is $(b)(6)$ My shipping address is $(b)(6)$ purchased the crockpot at Kohl's and the second time I used it the lid blew off.
Sent from Yahoo Mail for iPhone
On Thursday, April 4, 2019, 12:18 PM, CrockPot Consumer Care <a href="mailto:crockpotconsumercare@newellco.com">crockpotconsumercare@newellco.com</a> wrote:
Dear (h)(6)
Thank you for contacting Crock-Pot! We strive for continuous, meaningful innovation, and your feedback plays a key role in improving our products. Your business is important to us and We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.
We're sorry for any inconvenience that you may have experienced with your Multi-cooker. We stand behind our products 100% and we'd love to assist you with the replacement of your Multi-Cooker. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:
<ul> <li>Name, Contact Number and Shipping address</li> <li>Clear front-view picture of the full product</li> <li>Take another photo showing the bottom of the product for material number</li> <li>When and Where did you purchase the product?</li> </ul>
We will be sending a prepaid shipping label to you by email so you can return the Multi-Cooker back to us, you just have to print it out, attach it on the package and drop it off at any UPS center. After we received the package back we will be processing a replacement for you free of charge.
Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com

**Open Activities** New email response for Case Number: 21626471

ref:\_00Di0Ymyy.\_5000H1GrsHM:ref

2019	Case: 21626471 ~ Salesforce - Unlimited Edition
Name	(b)(6)
Task	
Due Date	
	Not Started Normal
Assigned To	
	My name is (b)(6)  My shipping address is (b)(6)  I purchased
	the crockpot at Kohl's and the second time I used it the lid blew off.
	Sent from Yahoo Mail for iPhone
	Sent from Tando Mail for IPhone
	On Thursday, April 4, 2019, 12:18 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com></crockpotconsumercare@newellco.com>
	wrote:
	16.
	] 1
	i
	Dear (b)(6)
	Thank you for contacting Crock-Pot! We strive for continuous, meaningful innovation, and your feedback plays
	a key role in improving our products. Your business is important to us and We apologize if there has been a
	delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.
	We're sorry for any inconvenience that you may have experienced with your Multi-cooker. We stand behind our products 100% and we'd love to assist you with the replacement of your Multi-Cooker. Prior to replacement, I
	need further details from you. I understand your time is valuable, and if it would be more convenient, you can
	reply to this email and answer the following:
	- Name, Contact Number and Shipping address
	- Clear front-view picture of the full product - Take another photo showing the bottom of the product for material number
	- When and Where did you purchase the product?
	We will be sending a prepaid shipping label to you by email so you can return the Multi-Cooker back to us, you just have to print it out, attach it on the package and drop it off at any UPS center. After we received the package
	back we will be processing a replacement for you free of charge.
	Thank you for your time and business, and please let us know if you have any questions. We look forward to
	hearing from you.
	Sincerely,

(b)(6)

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1Ec7d4:ref

# **Case History** 5/4/2019 1:00 PM

User Integration

Connection

Action Changed Resolution from Reply to 72h - Auto-Close, Changed Status from Waiting on Consumer to Closed.

#### 5/2/2019 12:51 PM

User (b)(6)

Connection

Action Changed Status from New to Waiting on Consumer.

#### 5/2/2019 12:45 PM

User (b)(6)

Connection

Action Changed Resolution to Reply.

#### 5/2/2019 12:43 PM

User (b)(6)

Connection

Action Changed Description. Changed Subject from Re: Response from CrockPot to Multi-Cooker - Lid Exploded.

# 5/2/2019 11:29 AM

User Integration

Connection

Action Changed Priority to Medium. Created.

### **Emails**

# Response from CrockPot

Message Date 5/2/2019 12:51 PM

Has Attachment

Email Address (b)(6)

Status Sent

Subject Response from CrockPot

Text Body [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Dear (b)(6)

Thank you so much for your response. We have sent you the prepaid shipping label on a separate email.

Please advise us by replying directly to this email, 2 days after you have dropped off the package so we can proceed with the next steps.

Thank you for your time and business, and please let us know if you have any questions.

Page 1367 of 2182

Sincerely,
(b)(6)
The Crock-Pot® Brand
www.crock-pot.com <http: www.crock-pot.com=""></http:>
Dear (b)(6)
Thank you for contacting Crock-Pot! We strive for continuous, meaningful innovation, and your feedback plays a key role in improving our products. Your business is important to us and We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.  We're sorry for any inconvenience that you may have experienced with your Multi-cooker. We stand behind our products 100% and we'd love to assist you with the replacement of your Multi-Cooker. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:  - Name, Contact Number and Shipping address - Clear front-view picture of the full product - Take another photo showing the bottom of the product for material number - When and Where did you purchase the product?
We will be sending a prepaid shipping label to you by email so you can return the Multi-Cooker back to us, you just have to print it out, attach it on the package and drop it off at any UPS center. After we received the package back we will be processing a replacement for you free of charge.
Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com

Page 1368 of 2182 12/14

I	T		
l	1		
I	I		
r	ef:	00Di0Ymyy.	5000H1GrsHM:ref

2007	from CrockPot 5/2/2019 11:29 AM
Has Attachment	
Email Address	(b)(6)
Status	Replied
Subject	Re: Response from CrockPot
Text Body	My name is (b)(6) My shipping address is (b)(6) I purchased the crockpot at Kohl's and the second time I used it the lid blew off.
	Sent from Yahoo Mail for iPhone
	On Thursday, April 4, 2019, 12:18 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com>wrote:</crockpotconsumercare@newellco.com>

Thank you for contacting Crock-Pot! We strive for continuous, meaningful innovation, and your feedback plays a key role in improving our products. Your business is important to us and We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

We're sorry for any inconvenience that you may have experienced with your Multi-cooker. We stand behind our products 100% and we'd love to assist you with the replacement of your Multi-Cooker. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

- Name, Contact Number and Shipping address
- Clear front-view picture of the full product
- Take another photo showing the bottom of the product for material number
- When and Where did you purchase the product?

We will be sending a prepaid shipping label to you by email so you can return the Multi-Cooker back to us, you just have to print it out, attach it on the package and drop it off at any UPS center. After we received the package back we will be processing a replacement for you free of charge.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

Sincerely,

(b)(6)

(b)(6)

The Crock-Po	ot® Brand		
http://www.ci 	rock-pot.com		
ref:_00Di0Ym	туу5000Н1Ес	7d4:ref	

# Chatter Text Posts

(b)(6) ISSUE: Consumer respond with name and address TROUBLESHOOT Y/N/NA: RESOLUTION: Processed PPSL, advised consumer to inform us 2 days after she dropped off the package so we can proceed with the next steps PPSL:

(b)(6) May 2, 2019 at 12:51 PM

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Case: 21625004

Close Window

Print This Page

Expand All | Collapse

All

Parent Case	21356419	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Email	Brand	CrockPot
Subject	CrockPot   pressure cooker - replacement	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed		Resolution	72h - Auto-Close
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy5000H1GrqSX:ref	Case Group	Consumer
Region Flag		Ship To	
nspection Matches Claim		Sold To	
Account Number			
Open Related	Cases Merge Cases		
Case Nu	mber Subject Brand	Contact Name Date	e Opened Owner Name

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 6 Keyword Recall 3 Keyword Legal 7 Keyword Recall 7 Keyword Recall 8 Keyword Recall 7 Keyword Recall 7 Keyword Recall 7 Keyword Auto 7 Response

# Description

Description

Page 1371 of 2182 1/16

You stated you needed pictures and tracking numberand you would send me a new instaporation since i sent you all the information and ups the instapot back to you. My question is where is Thanks (b)(6)  Sent from my iPhone			
Other Contact Us Data	,		
Other Contact Us Data			
External Order Number		External Refund Number	
Contact Data			
Account Name	Generic Consumer Account 2306	New Email From Customer	
<b>Contact Name</b>	(b)(6)	New Email Counter	0
Consumer Hold		Web Name	
Contact Phone	(b)(6)	Web Phone	
Contact Email	(b)(6)	<b>Email Sender</b>	(b)(6)
Email-to-Fax		Case Email	crockpotconsumercare@newellco.com
Preferred Method		Declined Marketing Data	
Notes			
SAP Notes			
SAP Notes Internal	(b)(6) (b)(6) : 2019-05-07 17:33:34] merged cases		
	consumer asking where his replacemen	it is	
	checked info	unit has been sent	
	consumer emailed this:		
	tracking number: expected delivery date	4-15-19usps tracking #	0)(6)
	(b)(6)		
	advised consumer to send the complete replacement	e tracking number so we c	an track the shipment and process a
	(b)(6) : 2019-05-02 18:37:0	41	
	asking for the update replacement of pro-	essure cooker	
	- informed consumer to resend information emails about the needed information	ion prior processing full re	placement , since we didn't receive any
	- Place of Purchase		
	- Date of Purchase		
	- Model Number		
	- Date Code		
	<ul> <li>Supplier Code</li> <li>Scanned copy of the receipt</li> </ul>		
	- Picture of the whole product		
	- Picture of the damaged/broken part-		

Page 1372 of 2182 2/16

Change Sales Area	Update Sales Area
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼

# Case Images

No Images found!

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# **System Information**

 Date/Time Opened
 5/2/2019 10:02 AM
 Created By
 Integration, 5/2/2019 10:02 AM

 Date/Time Closed
 5/9/2019 2:00 PM
 Last Modified By
 Integration, 5/9/2019 2:00 PM

SAP Notes Update 5/7/2019 1:33 PM Special Routing
First Email Response 5/2/2019 2:34 PM Legacy Incident

Number

0504 tar sat 9409

Survey Date Owner Division Araneta

Other Call Data Created By Division

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	["]	High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informa	ition		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO	
		Other Address	
Additional Inform	nation		
Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
nousenoid		Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) 4/10/2019 7:04 PM
			STATE OF THE PROPERTY OF THE P

Page 1374 of 2182 4/16

Case: 21625004 ~ Salesforce - Unlimited Edition MobilePhone Raw Last Modified By 4/12/2019 11:40 (b)(6)AM HomePhone Raw Contact Record Type Consumer OtherPhone Raw **Ext-Data Stage** Source System Ext-Data Stage ID **Custom Links** Send Gmail Google Search Google Maps Yahoo! Weather **Activity Report by Contact Case Products** CP-0008404636 Record Status 🔀 Product SCCPPC600V1 Material Description SLOWCOOKER CRP 6QT SS EXPRESS Mfg Date Has Recall List View NO Serial/Batch Number Date of Purchase Under Warranty No Warranty **Related Cases** 21717068 Subject CrockPot | pressure cooker - replacement Priority Medium Date/Time Opened 5/11/2019 3:25 AM Status Closed Owner (b)(6) (b)(6) I still have not received my pressure cooker pot. I Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6) Sent from my iPad > On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: Description > Dear Consumer, > You recently contacted our Consumer Service department. > If you still need our assistance with this case 21625004, please reply to this email directly. > If you did not receive our reply please check your SPAM folder. > Sincerely, > CrockPot Consumer Service > [ ref:\_00Di0Ymyy.\_5000H1GrqSX:ref ] > © 2019 CrockPot, All Rights Reserved 21657516 Subject case number 21356419 Priority Medium Date/Time Opened 5/6/2019 11:09 AM Status Closed Owner (b)(6) (b)(6) Description regarding case number 21356419tracking number: expected delivery date 4-15-19usps tracking #(b)(6)

(b)(6)(b)(6)

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(b)(6)

	sent you pictures, we sent you the the pressure cooker pot. so where is my replacement? erely,
(b)(6)	
Activity History	
Email: Response from	n CrockPot
Name	(b)(6)
Task	1
Due Date	5/7/2019
Assigned To	(b)(6) (b)(6)
Last Modified Date/Time	5/7/2019 1:31 PM
	Additional To: (b)(6)
	CC:
	BCC: (b)(6) Attachment:
	Subject: Response from CrockPot Body:
	Hi (b)(6)
	This is what I got while thoroughly checking the emails sent by you.
	"Tracking number: expected delivery date 4-15-19usps tracking #[b)(6)
Comments	We won't be able to track the shipment without getting the complete tracking number. Please reply directly to this email
	Thank you!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com
	ref:_00Di0Ymyy5000H1GrqSX:ref
Email: Response from	n CrockPot
Name	(b)(6)
Task	✓
Due Date	5/7/2019
Assigned To	(b)(6) (b)(6)
Last Modified Date/Time	5/7/2019 1:29 PM
Comments	Additional To: (b)(6)
	CC: BCC:
	Attachment:
	Subject: Response from CrockPot Body:

Page 1376 of 2182 6/16

Hi (b)(6)

We apologize if we are taking some time in processing the replacement. You mentioned that all the information being asked has been sent already however we are unable to see any.

Since the unit has been shipped back, may you please provide us the tracking number and shipping address. We will process the replacement once we can see that the shipment has been received by the warehouse team.

Thank you for your time and patience. Looking forward to hearing from you (b)(6)... Have a great day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

Urigi	nai wessage
From: (b)(6)	(b)(6)
Sent: 5/3/2019 8	:57 PM
To: crockpotcon	sumercare@newellco.com
Subject: Re: Re:	sponse from CrockPot

We received this pot for Christmas 2018. We have already Sent you the pot. I cannot give you the other information because You have the pot. Please send us the replacement. Thanks

Sent from my iPad

> On May 2, 2019, at 2:34 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

> Hi (b)(6)

> This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request.

> We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient, you can reply to this email and provide these details below:

> Place of Purchase

- > Date of Purchase
- > Model Number (see instructions below)
- > Date Code (see instructions below)
- > Supplier Code (see instructions below)
- > Scanned copy of the receipt
- > Picture of the whole product
- > Picture of the damaged/broken part

> Instructions:

> Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542)

> Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via engle 13/1

(b)(6)

mail.
>
> After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color.
7
> Thank you for your time and business, and please let us know if you have any questions. We loc forward to hearing from you.
>
>
>
>
>
> Sincerely,
>
> (b)(6)
>
> The Crock-Pot® Brand
>
> http://www.crock-pot.com
>
>
> Original Message
> From: (b)(6) [(b)(6)
> Sent: 5/2/2019 10:02 AM
> To: crockpotconsumercare@newellco.com
> Subject: Instapot
>
> You stated you needed pictures and tracking numberand you would send me a new instapot. Its
been weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks (b)(6)
>
> Sent from my iPhone
Samuel Control of the Property of the Control of th
>
ref:_00Di0Ymyy5000H1GrqSX:ref

# Email: Response from CrockPot

Name (b)(6)

Task ✓

Due Date 5/2/2019

Assigned To (b)(6)

Last Modified Date/Time Comments

Comments

Additional To: (b)(6)

CC:
BCC:
Attachment:

Subject: Response from CrockPot Body:

Hi (b)(6)

This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request.

We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient. you can reply to this email and provide these details below:

Place of Purchase Date of Purchase Model Number (see instructions below) Date Code (see instructions below)

Page 1378 of 2182

Supplier Code (see instructions below) Scanned copy of the receipt Picture of the whole product Picture of the damaged/broken part

#### Instructions:

Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542)

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via email.

After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

To: crockpotconsumercare@newellco.com

Subject: Instapot

Sent: 5/2/2019 10:02 AM

You stated you needed pictures and tracking numberand you would send me a new instapot. Its been weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks (b)(6)

Sent from my iPhone

ref: 00Di0Ymyy. 5000H1GrqSX:ref

#### **Open Activities**

(b)(6)

New email response for Case Number: 21625004

Name (b)(6)
Task

Due Date 5/3/2019
Status Not Started
Priority Normal
Assigned To (b)(6) (b)(6)
Comments We received the

Comments We received this pot for Christmas 2018. We have already

Sent you the pot. I cannot give you the other information because

You have the pot. Please send us the replacement. Thanks

Sent from my iPad

> On May 2, 2019, at 2:34 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

>

> >
> Hi (b)(6)>
> > This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request. >
> We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient. you can reply to this email and provide these details below:
> Place of Purchase > Date of Purchase > Model Number (see instructions below) > Date Code (see instructions below) > Supplier Code (see instructions below) > Scanned copy of the receipt > Picture of the whole product > Picture of the damaged/broken part
> Instructions: >
> Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542) >
> Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via e-mail.
> After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color. >
> Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
> >
> >
>
> Sincerely, >
> (b)(6)
> The Crock-Pot® Brand
> http://www.crock-pot.com
> >
> Original Message
> From: (b)(6) [(b)(6) ] > Sent: 5/2/2019 10:02 AM
> To: crockpotconsumercare@newellco.com
> Subject: Instapot >
> You stated you needed pictures and tracking numberand you would send me a new instapot. Its been weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one?
Thanks (b)(6) >
> Sent from my iPhone
> ref:_00Di0Ymyy5000H1GrqSX:ref

# Case History 5/9/2019 2:00 PM

User Integration

Connection

Action Changed Resolution from Reply to 72h - Auto-Close. Changed Status from Waiting on Consumer to Closed.

5/7/2019 1:	27 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Subject from pressure cooker - replacement to CrockPot   pressure cooker - replacement.
5/7/2019 1:	25 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Case Owner from (b)(6) to (b)(6) (b)(6)
5/2/2019 2:	700 (2005)
User	(b)(6)
Connection	
Action	Changed Status from Open to Waiting on Consumer.
5/2/2019 2:	2503.753600
User	(b)(6)
Connection	
Action	Changed Subject from pressure cooker - replacment to pressure cooker - replacement.
5/2/2019 2:	17 PM
User	(b)(6)
Connection	
Action	Changed Resolution to Reply. Changed Reason to Information. Changed Description. Changed Subject from Instapot to pressure cooker - replacment.
5/2/2019 12	
User	(b)(6)
Connection	
Action	Changed Case Owner from Consumer Care Queue to (b)(6)
5/2/2019 10	D:02 AM
	Integration
Connection	
Action	Changed Account Name to Generic Consumer Account 2306. Created.
Emails	
	from CrockPot
·	
Has Attachn	Date 5/7/2019 1:31 PM
Email Add	According to the second
	atus Sent
	ents Sent
	lody [Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
TOXIL	id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	THE PAYMENT OF THE PA
	Hi (b)(6)
	This is what I got while thoroughly checking the emails sent by you.
	"Tracking number: expected delivery date 4-15-19usps tracking # [h]/6] (b)(6)
	We wan't be able to track the shipment without getting the complete tracking number. Please reply directly

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(b)(6)

	to this email
	Thank you!
	Sincerely,
	4333
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	ref:_00Di0Ymyy5000H1GrqSX:ref
Response from	n CrockPot
CONTROL OF THE PROPERTY AND THE PROPERTY	5/7/2019 1:29 PM
Has Attachment	
Email Address	(b)(6)
Status	Facts if the
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Hi (b)(6)
	We apologize if we are taking some time in processing the replacement. You mentioned that all the information being asked has been sent already however we are unable to see any.
	Since the unit has been shipped back, may you please provide us the tracking number and shipping address. We will process the replacement once we can see that the shipment has been received by the warehouse team.
	Thank you for your time and patience. Looking forward to hearing from you (b)(6) Have a great day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	From: (b)(6) (b)(6)  Sent: 5/3/2019 8:57 PM  To: crockpotconsumercare@newellco.com Subject: Re: Response from CrockPot
	We received this pot for Christmas 2018. We have already Sent you the pot. I cannot give you the other information because You have the pot. Please send us the replacement. Thanks (b)(6)
	Sent from my iPad
	> On May 2, 2019, at 2:34 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
	<u>&gt;</u>

Page 1382 of 2182 12/16

> Hi (b)(6)
>
> This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request.
> We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient. you can reply to
this email and provide these details below:
> Place of Purchase
> Date of Purchase
> Model Number (see instructions below) > Date Code (see instructions below)
> Supplier Code (see instructions below)
> Scanned copy of the receipt
> Picture of the whole product > Picture of the damaged/broken part
>
> Instructions:
> Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542) >
> Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via e-mail.
> After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color.
>
> Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
>
>
> >
>
> Sincerely,
> (b)(6) >
> The Crock-Pot® Brand
> http://www.crock-pot.com
>
> Original Message> > From: (b)(6) (b)(6)
> Sent: 5/2/2019 10:02 AM
> To: crockpotconsumercare@newellco.com
> Subject: Instapot
> You stated you needed pictures and tracking numberand you would send me a new instapot. Its been
weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks $(b)(6)$
> Sent from my iPhone >
>ref:_00Di0Ymyy5000H1GrqSX:ref
from CrockPot

# Re: Response

Message Date 5/3/2019 8:57 PM Has Attachment Email Address (b)(6) Status Replied Subject Re: Response from CrockPot

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	Case, 21025004 - Salestorce - Offillithed Edition
Text Body	We received this pot for Christmas 2018. We have already Sent you the pot. I cannot give you the other information because You have the pot. Please send us the replacement. Thanks
	(b)(6)
	Sent from my iPad
	> On May 2, 2019, at 2:34 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
	> >
	> Hi (b)(6)
	> >
	> This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request.
	> We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient. you can reply to this email and provide these details below:
	> Place of Purchase
	> Date of Purchase
	> Model Number (see instructions below) > Date Code (see instructions below)
	> Supplier Code (see instructions below)
	> Scanned copy of the receipt > Picture of the whole product
	> Picture of the damaged/broken part
	> Instructions:
	> instructions.
	> Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542) >
	> Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via e-mail. >
	> After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color.
	> Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
	>
	<u> </u>
	> >
	> Sincerely,
	> (b)(6)
	> The Crock-Pot® Brand >
	> http://www.crock-pot.com
	> >
	> Original Message
	> From: (b)(6) (b)(6) (b)(6) > Sent: 5/2/2019 10:02 AM
	> To: crockpotconsumercare@newellco.com
	> Subject: Instapot >
	> You stated you needed pictures and tracking numberand you would send me a new instapot. Its been weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks (b)(6)
	> Sent from my iPhone

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> ref:\_00Di0Ymyy.\_5000H1GrqSX:ref

Response from	n CrockPot
Message Date	5/2/2019 2:34 PM
Has Attachment	
Email Address	b)(6)
Status	
Subject	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Hi (b)(6)
	This is a delivery failure notification message indicating that an email you sent has not come through with all of the information required to complete your request.
	We will be processing a full replacement request for you. Prior to replacement, we need to ask you to resend the details. We understand your time is valuable, and if it would be more convenient. you can reply to this email and provide these details below:
	Place of Purchase Date of Purchase Model Number (see instructions below) Date Code (see instructions below) Supplier Code (see instructions below) Scanned copy of the receipt Picture of the whole product Picture of the damaged/broken part
	Instructions:
	Date Code - the date code is engraved on the metal prong, the forking metal parts which project from the end of the power plugs. This code usually begin with one letter, followed by three numbers. (e.g. Q542)
	Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). if you are unable to scan and send your receipt via e-mail.
	After we receive your information and photos, we will get back to you with the results of your request. Our stock levels change rapidly, and we may have to replace your product with the same model in a different color.
	Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

You stated you needed pictures and tracking numberand you would send me a new instapot. Its been weeks
Page 1385 of 2182
15/16

	since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks $(b)(6)$
	Sent from my iPhoneref:_00Di0Ymyy5000H1GrqSX:ref
Instapot	
Message Date	5/2/2019 10:02 AM
Has Attachment	
Email Address	(b)(6)
Status	Replied
Subject	Instapot
Text Body Chatter	You stated you needed pictures and tracking numberand you would send me a new instapot. Its been weeks since i sent you all the information and ups the instapot back to you. My question is where is my new one? Thanks (b)(6)  Sent from my iPhone
Text Posts	
has been sent cor b)(6)	nerged cases consumer asking where his replacement is checked info consumer said all info was sent and the unit nsumer emailed this: tracking number: expected delivery date 4-15-19usps tracking #(h)(h) (b)(h) (b)(h) advised consumer to send the complete tracking number so we can track the cess a replacement 33 PM
	asking for the update replacement of pressure cooker - informed consumer to resend information prior processing since we didn't receive any emails about the needed information Place of Purchase - Date of Purchase - Model ode - Supplier Code - Scanned copy of the receipt - Picture of the whole product - Picture of the damaged/broken part-37 PM

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(b)(6) Page 1386 of 2182

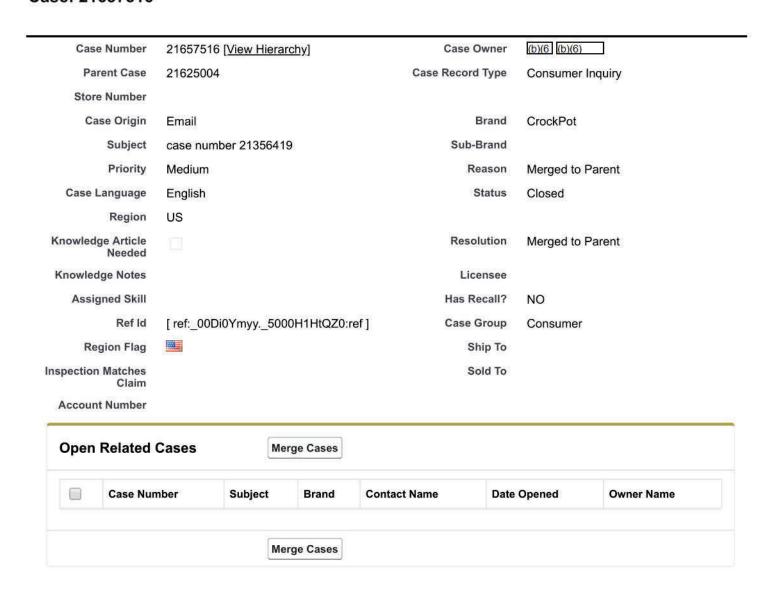


Case: 21657516

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All



# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 3 Keyword Legal Template Keyword Recall Template Keyword Recall Template Keyword Auto Response

# Description

Description regarding case number 21356419tracking number: expected delivery date 4-15-19usps tracking #(b)(6)

Case: 21657516 ~ Salesforce - Unlimited Edition (b)(6)We sent you pictures, we sent you the the pressure cooker pot. so where is my replacement? (b)(6) (b)(6) Other Contact Us Data **External Order External Refund** Number Number **Contact Data Account Name** Generic Consumer Account 2306 **New Email From** Customer **Contact Name** (b)(6)**New Email Counter** Consumer Hold Web Name **Contact Phone** (b)(6)Web Phone (b)(6)**Contact Email Email Sender** (b)(6)Email-to-Fax Case Email crockpotconsumercare@newellco.com **Declined Marketing Preferred Method** Data Notes SAP Notes SAP Notes Internal (b)(6) (b)(6) : 2019-05-07 17:25:53] Merged to Parent **Change Sales Area Update Sales Area** Sales Organization US04-Appliance & Cookware Distribution Channel 04-Consumer Division • **Update Sales Area** Case Images No Images found!

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# **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# System Information

Date/Time Opened 5/6/2019 11:09 AM Created By Integration, 5/6/2019 11:09 AM

Date/Time Closed 5/7/2019 1:25 PM Last Modified By (b)(6) (b)(6) 5/7/2019 1:25 PM

Araneta

SAP Notes Update 5/7/2019 1:25 PM Special Routing

First Email Response Legacy Incident
Number

Survey Date Owner Division

Other Call Data Created By Division

UCID

# **Contact Information**

**Mailing Address** 

pen Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
<b>Contact Type</b>	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			

Other Address

**United States** 

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(b)(6)

(b)(6)

**House Number Other** Address

Country Code ISO Other Address

Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description  Merge Details			
_			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informati	on		
Phone Raw	(b)(6)	Created By	(b)(6) 4/10/2019 7:04 PM
MobilePhone Raw		Last Modified By	(b)(6) 4/12/2019 11:40 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
<b>Custom Links</b>			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Case History 5/7/2019 1:25 PM			
User (b)(6) (b)(6)			
Connection Changed Re	esolution to Merged to Pa	rent Changed Reason to Merged to	Parent. Changed Status from Open to
Action Closed.	occurrent to mengen to re	rena enangea reason to mergea to	Taronii onangoa otatao nom opon to
5/6/2019 11:17 AM			
User (b)(6) (b)(6)			
Connection Changed As	oolaned Vie Neut Coop for	m folgo to true Channel Case Carry	or from Consumer Core Occurs to Italyou
Action Changed As	ssigned via Next Case fro	im raise to true. Changed Case Own	er from Consumer Care Queue to (b)(6)

Page 1390 of 2182 4/5

5/6	/20	19	11	:09	AM
-----	-----	----	----	-----	----

(b)(6) Merged to Parent May 7, 2019 at 1:25 PM

JAPOCO GRANICA CONTROL	
User Inte	gration
Connection	
Action Cha	anged Account Name to Generic Consumer Account 2306. Created.
Emails	
case number 2	21356419
Message Date	5/6/2019 11:09 AM
Has Attachment	
Email Address	(b)(6)
Status	Read
Subject	case number 21356419
	regarding case number 21356419tracking number: expected delivery date 4-15-19usps tracking #(b)(6)  (b)(6)  We sent you pictures, we sent you the the pressure cooker pot. so where is my replacement?
Text Body	Sincerely,
	(b)(6) (b)(6)
Chatter	
Text Posts	

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Case: 21717068

Close Window

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 Expand All | Collapse All

Case Nu	mber Subject	Brand	Contact Name	Date Opened	Owner Name	
Open Related	Cases	rge Cases				
Account Number						
nspection Matches Claim			Sol	d To		
Region Flag	- The state of the			р То		
Ref Id	[ ref:_00Di0Ymyy500	0H1HuYNH:re	ef ] Case Gr	oup Consumer		
Assigned Skill			Has Rec	all? NO		
Knowledge Notes			Licer	isee		
Knowledge Article Needed			Resolu	tion 72h - Auto-	Close	
Region	US					
Case Language	English		Sta	atus Closed	Closed	
Priority	Medium		Rea	son Information		
Subject	CrockPot   pressure cooker - replacement		Sub-Br	rand		
Case Origin	Email		Br	and CrockPot		
Store Number						
Parent Case	21625004		Case Record 1	Type Consumer I	Inquiry	
Case Number	21717068 [View Hiera	Chyl	Case Ov	vner (b)(6 (b)(6)		

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

# Description

Description

Page 1392 of 2182 1/10

I still have not received my pressure cooker pot. I Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6) Sent from my iPad > On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: > > Dear Consumer, > You recently contacted our Consumer Service department. > If you still need our assistance with this case 21625004, please reply to this email directly. > If you did not receive our reply please check your SPAM folder. > Sincerely, > CrockPot Consumer Service > [ ref:\_00Di0Ymyy.\_5000H1GrqSX:ref ] > @ 2019 CrockPot, All Rights Reserved Other Contact Us Data **External Order External Refund** Number Number **Contact Data Account Name New Email From** Generic Consumer Account 2306 Customer **Contact Name New Email Counter** (b)(6)Consumer Hold Web Name Contact Phone (b)(6)Web Phone **Contact Email** (b)(6)**Email Sender** (b)(6)Email-to-Fax Case Email crockpotconsumercare@newellco.com Preferred Method **Declined Marketing** Data Notes SAP Notes SAP Notes Internal (b)(6) (b)(6) : 2019-05-13 15:03:50] consumer keeps saying he has not received the replacement yet forwarded the email sent about getting the right replacement advised again to provide the complete tracking number (b)(6) (b)(6) : 2019-05-07 17:33:34] merged cases consumer asking where his replacement is checked info consumer said all info was sent and the unit has been sent consumer emailed this: tracking number: expected delivery date 4-15-19usps tracking # (b)(6) advised consumer to send the complete tracking number so we can track the shipment and process a replacement : 2019-05-02 18:37:04] asking for the update replacement of pressure cooker - informed consumer to resend information prior processing full replacement, since we didn't receive any emails about the needed information Place of Purchase

Page 1393 of 2182

- Date of Purchase
- Model Number
- Date Code
- Supplier Code
- Scanned copy of the receipt
- Picture of the whole product
- Picture of the damaged/broken part-

Change Sales Area	Update Sales Area
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼

#### Case Images

No Images found!

#### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

#### **System Information**

First Email Response

 Date/Time Opened
 5/11/2019 3:25 AM
 Created By
 Integration, 5/11/2019 3:25 AM

 Date/Time Closed
 5/15/2019 12:00 PM
 Last Modified By
 Integration, 5/15/2019 12:00 PM

SAP Notes Update 5/13/2019 11:03 AM

5/13/2019 10:58 AM Legacy Incident

Number

Special Routing

(b)(6)

Page 1394 of 2182

Survey Date Owner Division Araneta

Other Call Data

UCID

**Created By Division** 

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informa	ation		
Mailing Address	(b)(6)	Other Address	United States
	1	House Number Other Address Country Code ISO Other Address	
Additional Inform	mation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0

Page 1395 of 2182

(h)(6)

(b)(6)

Case: 21717068 ~ Salesforce - Unlimited Edition Survey Unsubscribe **Last Survey Sent** Date System Information (b)(6)Phone Raw (b)(6)Created By 4/10/2019 7:04 PM MobilePhone Raw Last Modified By 4/12/2019 11:40 (b)(6)AM HomePhone Raw Contact Record Type Consumer OtherPhone Raw **Ext-Data Stage** Source System Ext-Data Stage ID **Custom Links** Send Gmail Google Search Google Maps Yahoo! Weather Activity Report by Contact Case Products CP-0008453431 Record Status 🔀 Product SCCPPC600V1 Material Description SLOWCOOKER CRP 6QT SS EXPRESS Mfg Date Has Recall List View NO Serial/Batch Number Date of Purchase Under Warranty No Warranty **Related Cases** 21764288 Subject Pressure Cooker- needs replacement Priority Medium Date/Time Opened 5/16/2019 6:18 AM Status Closed Owner (b)(6) Description here is the tracking number you requested. tracking number: expected delivery date 4-15-19usps tracking #(b)(6) On Monday, May 13, 2019, 10:58:34 AM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: Hi(b)(6) Good morning.

We have been trying to keep in touch with you since last week.

This is what I got while thoroughly checking the emails sent by you.

"Tracking number: expected delivery date 4-15-19usps tracking #(b)(6) Page 1396 of 2182

I am forwarding the content of the email sent last week with regards to the tracking number.

(h)(6)

	Case, 217 17 000 Calcolorde Chiminica Edition
	(b)(6) (b)(6)
	We won't be able to track the shipment without getting the complete tracking number. Please reply directly to this email with the tracking number so we can process the replacement for you.
	Thank you and looking forward to your reply (b)(6)
	Have a good day!
	nave a good day:
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	J. I.
	From: (b)(6) [(b)(6)
	Sent: 5/11/2019 3:25 AM To: crockpotconsumercare@newellco.com
	Subject: Re: CrockPot – Reply for additional assistance with case 21625004
	I still have not received my pressure cooker pot. I
	Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)
	Sent from my iPad
	> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
	>
	> >
	> Dear Consumer, > You recently contacted our Consumer Service department.
	> If you still need our assistance with this case 21625004, please reply to this email directly. > If you did not receive our reply please check your SPAM folder.
	> Sincerely, > CrockPot Consumer Service
	>[]
	> © 2019 CrockPot, All Rights Reserved
	ref:_00Di0Ymyy5000H1HuYNH:ref
<b>Activity History</b>	
Email: Response	2.00 Bit 20 Bit 20 C Bit 20 Bi
1	Name (b)(6) Task ✓
Due	Date 5/13/2019
AND THE PARTY OF T	ed To (b)(6) (b)(6)
	/Time 5/13/2019 10:58 AM
Somm	CC:
	BCC: Attachment:

Subject: Response from CrockPot

Page 1397 of 2182 6/10

Body:
Hi (b)(6)
Good morning.  We have been trying to keep in touch with you since last week.  I am forwarding the content of the email sent last week with regards to the tracking number.
This is what I got while thoroughly checking the emails sent by you.
"Tracking number: expected delivery date 4-15-19usps tracking # (b)(6) (b)(6) (b)(6)
We won't be able to track the shipment without getting the complete tracking number. Please reply directly to this email with the tracking number so we can process the replacement for you.
Thank you and looking forward to your reply (b)(6)
Have a good day!
Sincerely,
(p)(6)
The Crock-Pot® Brand
www.crock-pot.com
Original Message
From: (b)(6) [(b)(6) Sent: 5/11/2019 3:25 AM
To: crockpotconsumercare@newellco.com Subject: Re: CrockPot – Reply for additional assistance with case 21625004
I still have not received my pressure cooker pot. I
Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)
Sent from my iPad
> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
>
> >
> Dear Consumer, > You recently contacted our Consumer Service department.
> If you still need our assistance with this case 21625004, please reply to this email directly. > If you did not receive our reply please check your SPAM folder.
> Sincerely,
> CrockPot Consumer Service > []
> © 2019 CrockPot, All Rights Reserved
ref:_00Di0Ymyy5000H1HuYNH:ref

**Open Activities** 

(b)(6)

New email response for Case Number: 21717068

Name (b)(6)
Task

(h)(6)

Due Date	5/11/2019
Status	Not Started
Priority	Normal
Assigned To	
	I still have not received my pressure cooker pot. I
	Sent mine in weeks ago. We're is the replacement.  Sincerely, (b)(6)
	Sent from my iPad
	> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
Comments	>
Commente	> Dear Consumer,
	> You recently contacted our Consumer Service department.
	> If you still need our assistance with this case 21625004, please reply to this email directly.
	<ul><li>If you did not receive our reply please check your SPAM folder.</li><li>Sincerely,</li></ul>
	> CrockPot Consumer Service
	> [ ref:_00Di0Ymyy5000H1GrqSX:ref ]
	> © 2019 CrockPot, All Rights Reserved
Case Histo	rv.
5/15/2019 1	
User	Integration
Connection	
Action	Changed Resolution from Reply to 72h - Auto-Close. Changed Status from Waiting on Consumer to Closed.
5/13/2019 1	179 SAND (1735) (1745)
User	(b)(6) (b)(6)
Connection	
Action	Changed Resolution to Reply. Changed Status from New to Waiting on Consumer.
5/13/2019 1	0:55 AM
User	(b)(6) (b)(6)
Connection	
	Changed Description. Changed Subject from Re: CrockPot – Reply for additional assistance with case 21625004
Action	to CrockPot   pressure cooker - replacement.
5/11/2019 3	:25 AM
	Integration
Connection	
Action	Changed Priority to Medium. Created.
<b>Emails</b>	
Response t	rom CrockPot
Message D	ate 5/13/2019 10:58 AM
Has Attachm	No.
Email Addre	
	tus Sent
	ect Response from CrockPot
Text Bo	ody [Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(6)
	Good morning.

Page 1399 of 2182 8/10

	We have been trying to keep in touch with you since last week.  I am forwarding the content of the email sent last week with regards to the tracking number.
	This is what I got while thoroughly checking the emails sent by you.
	"Tracking number: expected delivery date 4-15-19usps tracking # (b)(6) (b)(6)
	We won't be able to track the shipment without getting the complete tracking number. Please reply directly to this email with the tracking number so we can process the replacement for you.
	Thank you and looking forward to your reply (b)(6)
	Have a good day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	I still have not received my pressure cooker pot. I Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)
	Sent from my iPad
	> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:</crockpotconsumercare@newellco.com>
	>
	> Dear Consumer,
	<ul> <li>You recently contacted our Consumer Service department.</li> <li>If you still need our assistance with this case 21625004, please reply to this email directly.</li> </ul>
	<ul><li>If you did not receive our reply please check your SPAM folder.</li><li>Sincerely,</li></ul>
	> CrockPot Consumer Service
	> [ ] > © 2019 CrockPot, All Rights Reservedref:_00Di0Ymyy5000H1HuYNH:ref
Re: CrockPot -	- Reply for additional assistance with case 21625004
	5/11/2019 3:25 AM
Has Attachment	
Email Address	(b)(6)
	Replied
	Re: CrockPot – Reply for additional assistance with case 21625004
Text Body	I still have not received my pressure cooker pot. I

Message Date Has Attachmen Email Address Status Subjec Text Body Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)Sent from my iPad Sent from my IPau

> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
Page 1400 of 2182
9/10

>

- > Dear Consumer,
- > You recently contacted our Consumer Service department.
- > If you still need our assistance with this case 21625004, please reply to this email directly.
- > If you did not receive our reply please check your SPAM folder.
- > Sincerely,
- > CrockPot Consumer Service
- > [ ref:\_00Di0Ymyy.\_5000H1GrqSX:ref ]
- > © 2019 CrockPot, All Rights Reserved

#### Chatter

#### **Text Posts**

(b)(6) (b)(6) consumer keeps saying he has not received the replacement yet forwarded the email sent about getting the right replacement advised again to provide the complete tracking number May 13, 2019 at 11:03 AM

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(b)(6)



Case: 21764288

Close Window

Print This Page

Expand All | Collapse

All

Case Number	21764288	[View Hierar	rchy]	Case	Owner	(b)(6) (b	0)(6)	
Parent Case	21717068			Case Reco	rd Type	Replacement/Refund		
Case Origin	Web							
Subject	Pressure (	Cooker- need	ds replaceme	ent	Brand	CrockPot		
Priority	Medium			Sub	o-Brand			
Case Language	English				Reason Information			
Region	US				Status Closed			
Knowledge Article Needed				Res	olution	Order Placed	I	
Knowledge Notes				L	icensee			
Assigned Skill				Has	Recall?	NO		
Region Flag	200			Case	Group	Consumer		
Repaired by					Ref Id	[ ref:_00Di0Y	myy5000H1HvM5t:ref	
Account Number					Ship To			
				200	Sold To			
Open Related	Cases	Me	rge Cases					
Case Nur	nber	Subject	Brand	Contact Name	Date	Opened	Owner Name	

# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 3 Keyword Recall 3 Keyword Recall 3 Keyword Recall 7 Template Keyword Auto Response

#### Description

Description here is the tracking number you requested. tracking number: expected delivery date 4-15-19usps tracking # (b)(6)

On Monday, May 13, 2019, 10:58:34 AM EDT, CrockPot Consumer Care

<crockpotconsumercare@newellco.com> wrote:

```
Good morning.
We have been trying to keep in touch with you since last week.
I am forwarding the content of the email sent last week with regards to the tracking number.
This is what I got while thoroughly checking the emails sent by you.
"Tracking number: expected delivery date 4-15-19usps tracking # (b)(6)
(b)(6) (b)(6)
We won't be able to track the shipment without getting the complete tracking number. Please reply directly to
this email with the tracking number so we can process the replacement for you.
Thank you and looking forward to your reply (b)(6)
Have a good day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
        ---- Original Message -----
From: (b)(6)
                 [ranell55@yahoo.com]
Sent: 5/11/2019 3:25 AM
To: crockpotconsumercare@newellco.com
Subject: Re: CrockPot - Reply for additional assistance with case 21625004
I still have not received my pressure cooker pot. I
Sent mine in weeks ago. We're is the replacement.
Sincerely, (b)(6)
Sent from my iPad
> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:
>
> Dear Consumer,
> You recently contacted our Consumer Service department.
> If you still need our assistance with this case 21625004, please reply to this email directly.
> If you did not receive our reply please check your SPAM folder.
> Sincerely,
> CrockPot Consumer Service
```

ref:\_00Di0Ymyy.\_5000H1HuYNH:ref

> @ 2019 CrockPot, All Rights Reserved

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Other Contact Us Data **External Order External Refund** Number Number **Contact Data** Account Name Generic Consumer Account 2306 **New Email From** Customer **Contact Name** (b)(6)**New Email Counter** 0 Consumer Hold Web Name Contact Phone (b)(6)Web Phone **Contact Email Email Sender** (b)(6)(b)(6)Email-to-Fax Case Email crockpotconsumercare@newellco.com Preferred Method **Declined Marketing** Data Notes **SAP Notes** (b)(6) : 2019-05-16 15:54:18] SAP Notes Internal (b)(6)Problem: pressure cooker- replacement unit

-consumer sent the product back to us

Action: inform consumer product he sent was received

-processed replacement of the unit for under warranty

-provide consumer order number

Details:

SCCPPC600V1 30, 286 was purchased dec 2018 send tracking receipt 04/11/2019

(b)(6)

1030104372 order number

(b)(6) : 2019-05-16 15:40:39] please refer to parent case 21764341

(b)(6) (b)(6) : 2019-05-13 15:03:50]

consumer keeps saying he has not received the replacement yet forwarded the email sent about getting the right replacement advised again to provide the complete tracking number

(b)(6) (b)(6) : 2019-05-07 17:33:34]

merged cases

consumer asking where his replacement is

checked info

consumer said all info was sent and the unit has been sent

consumer emailed this:

tracking number: expected delivery date 4-15-19usps tracking # (6)(6)

(b)(6) (b)(6)

advised consumer to send the complete tracking number so we can track the shipment and process a replacement

: 2019-05-02 18:37:04]

asking for the update replacement of pressure cooker

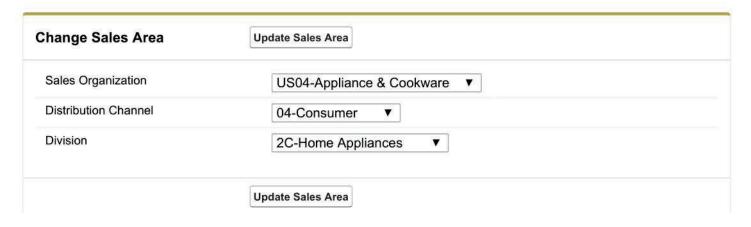
- informed consumer to resend information prior processing full replacement, since we didn't receive any emails about the needed information

- Place of Purchase
- Date of Purchase

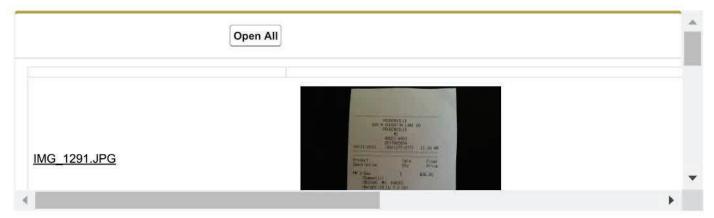
(b)(6)

Page 1404 of 2182

- Model Number
- Date Code
- Supplier Code
- Scanned copy of the receipt
- Picture of the whole product
- Picture of the damaged/broken part-



#### Case Images



#### **Receive Product Information**

Product Received Date Number of products being returned

Number of products received

#### Inspection Data

Inspected By

Inspection Matches Claim

Inspection Detail

#### **Shipping Information**

**Shipping Date** 

**Shipment Number** 

Latest Shipment Number

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

(b)(6)

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Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

Shipping Email

**Shipping Phone** 

**System Information** 

Date/Time Opened 5/16/2019 6:18 AM Created By Integration, 5/16/2019 6:18 AM

Date/Time Closed 5/17/2019 10:10 AM Last Modified By Integration, 5/17/2019 10:10 AM

SAP Notes Update 5/16/2019 11:54 AM Special Routing

First Email Response 5/16/2019 11:52 AM Legacy Incident

Number

Survey Date Owner Division Araneta

Other Call Data Created By Division

UCID

### **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
<b>Account Name</b>	Generic Consumer Account 2306	Mobile	
<b>Account Number</b>		Home Phone	
<b>Contact Type</b>	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

Additional Info	ormation			
Birthdat	te	Brand Preferences		
Gende	er	Mass_Communication Opt Out		
Marital Statu	ıs	Last Stay-in-Touch Request Date		
# of Persons i Househol		Last Stay-in-Touch Save Date		
Descriptio	on			
Merge Detail	Is			
Survey section	n			
Survey Unsubscrib	oe iiii	Days Since Last Survey	0	
Survey Unsubscrib Da		Last Survey Sent Date		
System Inform	nation			
Phone Ra	(b)(6)	Created By	(b)(6) PM	4/10/2019 7:04
MobilePhone Ra	w	Last Modified By	(b)(6) <b>AM</b>	4/12/2019 11:40
HomePhone Ra	ıw	Contact Record Type	Consumer	
OtherPhone Ra	ıw	Ext-Data Stage Source System		
		Ext-Data Stage ID		
Custom Links				
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail	
Case Products CP-0008476312				
Record Status				
	SCCPPC600V1			
	SLOWCOOKER CRP 6QT	SS EXPRESS		
Mfg Date Has Recall List View	NO			
Serial/Batch Number	All and the second			
Date of Purchase	12/18/2018			
	Under Warranty			
Case Orders 1030104372				
Order Created O				
Customer PO Number	21/04200			

Sales Area Description US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances

(b)(6)

Order Net Value USD 0.00

Order Status Shipped

# Related Cases

21764341 Subject Pressure cooker- replacement Priority Medium Date/Time Opened 5/16/2019 6:45 AM Status Closed (b)(6) Owner (b)(6) ---- Forwarded Message ---- From: (b)(6) >To: '(b)(6) **√**h)/6) <ranell55@yahoo.com>Sent: Thursday, May 16, 2019, 6:34:09 AM EDTSubject: Description Sent from my iPad **Attachments** IMG 1291.JPG IMG 1294.JPG Size 1.94MB Size 1.83MB Ownership (b)(6) (b)(6) Ownership (b)(6) (b)(6) View View file View View file Last Modified 5/16/2019 11:42 AM Last Modified 5/16/2019 11:42 AM IMG 1293.JPG IMG 1292.JPG Size 1.42MB Size 1.9MB Ownership (b)(6) (b)(6) Ownership (b)(6) (b)(6)View View file View View file Last Modified 5/16/2019 11:42 AM Last Modified 5/16/2019 11:42 AM **Activity History** Email: Response from CrockPot Name (b)(6) Task ✓ Due Date 5/16/2019 Assigned To (b)(6) (b)(6) Last Modified Date/Time 5/16/2019 11:52 AM Comments Additional To: (b)(6) CC: BCC: Attachment: Subject: Response from CrockPot Body: Hi (b)(6) Good day! We had successfully received the product you sent. We appreciate you provided the information we need. And we would like to let you know that, we have successfully processed

Page 1408 of 2182

1 SCCPPC600V1 Crock-Pot® 6-Quart Express Crock Multi-Cooker product replacement. Please allow us to complete the shipment within 6 to 8 business days. We do apologize for any inconvenience this may have caused you. Order number: 1030104372 We hope we were was able to assist you with your concern. Have a great day ahead! You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing! Sincerely, (b)(6) The Crock-Pot® Brand www.crock-pot.com ---- Original Message ---From: (b)(6) (b)(6) Sent: 5/16/2019 6:19 AM To: crockpotconsumercare@newellco.com Subject: Re: CrockPot - Reply for additional assistance with case 21717068 here is the tracking number. we sent the pot back in april.. when can i expect the my new one. tracking number: expected delivery date 4-15-19usps tracking # (b)(6) On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <donotreply@newellco.com> wrote: 11 11 11

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Dear Consumer, |

```
You recently contacted our Consumer Service department.
If you still need our assistance with this case 21717068, please reply to this email directly.
  1
 If you did not receive our reply please check your SPAM folder.
  1
 Sincerely, |
 CrockPot Consumer Service |
| [] |
 \Pi
© 2019 CrockPot, All Rights Reserved
11
П
ref:_00Di0Ymyy._5000H1HvM5t:ref
```

#### **Open Activities**

New email response for Case Number: 21764288

```
Name (b)(6)

Task ✓

Due Date 5/16/2019

Status Not Started

Priority Normal

Assigned To (b)(6) (b)(6)

Comments here is the tracking number you requested. tracking number: expected delivery date 4-15-19usps tracking #

On Monday, May 13, 2019, 10:58:34 AM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com>
wrote:

Page 1410 of 2182
9/17
```

Good morning.  We have been trying to keep in touch with you since last week.  I am forwarding the content of the email sent last week with regards to the tracking number.
This is what I got while thoroughly checking the emails sent by you.
"Tracking number: expected delivery date 4-15-19usps tracking #(b)(6) (b)(6)
We won't be able to track the shipment without getting the complete tracking number. Please reply directly to this email with the tracking number so we can process the replacement for you.
Thank you and looking forward to your reply (b)(6)
Have a good day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
Original Message
From: (b)(6) [(h)(6)] Sent: 5/11/2019 3:25 AM
To: crockpotconsumercare@newellco.com Subject: Re: CrockPot – Reply for additional assistance with case 21625004
I still have not received my pressure cooker pot. I Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)
Sent from my iPad
> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt; &gt;</crockpotconsumercare@newellco.com>
> Dear Consumer, > You recently contacted our Consumer Service department. > If you still need our assistance with this case 21625004, please reply to this email directly. > If you did not receive our reply please check your SPAM folder. > Sincerely, > CrockPot Consumer Service > []
> © 2019 CrockPot, All Rights Reserved
ref:_00Di0Ymyy5000H1HuYNH:ref

New email response for Case Number: 21764288

(b)(6)

Name (b)(6)

Task	✓
Due Date	5/16/2019
Status	Not Started
	Normal
Assigned To	(b)(6) (b)(6)
Comments	here is the tracking number. we sent the pot back in april when can i expect the my new one. tracking number: expected delivery date 4-15-19usps tracking #[b)(6)
	On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <donotreply@newellco.com>wrote:</donotreply@newellco.com>
	ш
	11
	][ ][
	iin
	11 11 11
	   Dear Consumer,   
	You recently contacted our Consumer Service department.
	   If you did not receive our reply please check your SPAM folder.   
	         Sincerely,
	CrockPot Consumer Service
	10
	1

Page 1412 of 2182

	J.I.
	ji
	1
	11
	HI .
	  © 2019 CrockPot, All Rights Reserved
	11
	III
Case Histo	ory.
5/17/2019	
User	Integration
Connection	
Action	Changed Status from Pending Shipment to Closed.
5/16/2019	11:48 AM
User	(b)(6) (b)(6)
Connection	
Action	Changed Status from New to Pending Shipment.
5/16/2019	11:46 AM
	(b)(6) (b)(6)
Connection	
Action	Changed Subject from Re: Response from CrockPot to Pressure Cooker- needs replacement. Changed Case Record Type from Consumer Inquiry to Replacement/Refund.
	Record Type from Consumer inquity to Replacement/Retund.
5/16/2019	11:46 AM
	(b)(6) (b)(6)
Connection	Changed Resolution from Dunlicate Web Case to Order Blaced
Action	Changed Resolution from Duplicate Web Case to Order Placed.
5/16/2019	11:42 AM
User	(b)(6) (b)(6)
Connection	
Action	Changed Case Owner from (b)(6) (b)(6) to (b)(6) Changed Subject from Pressure cooker-replacement unit to Re: Response from CrockPot.
5/16/2019	
	(b)(6) (b)(6)
Connection	Channel Beach ties to Burlingto Web Core Channel Burlington Channel Burlington
Action	Changed Resolution to Duplicate Web Case. Changed Description. Changed Subject from Re: Response from CrockPot to Pressure cooker- replacement unit. Changed Case Origin from Email to Web.

5/16/2019 6:18 AM

Page 1413 of 2182

User Integration

Connection

Action Changed Priority to Medium. Created.

# E

Emails Response from	m CrockPot
Message Date	5/16/2019 11:52 AM
Has Attachment	
Email Address	(b)(6)
Status	
ENCORE DE DE CONTROL DE LA CON	Response from CrockPot
Text Body	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di000000Ymyy]
	Hi (b)(6)
	Good day! We had successfully received the product you sent. We appreciate you provided the information we need. And we would like to let you know that, we have successfully processed 1 SCCPPC600V1 Crock-Pot® 6-Quart Express Crock Multi-Cooker product replacement.
	Please allow us to complete the shipment within 6 to 8 business days. We do apologize for any inconvenience this may have caused you.
	Order number: 1030104372
	We hope we were was able to assist you with your concern. Have a great day ahead!
	You may receive a brief survey to rate the service you were provided. Please take a moment and let us know how we are doing!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	here is the tracking number. we sent the pot back in april when can i expect the my new one. tracking number: expected delivery date 4-15-19usps tracking $\#(b)(6)$
	On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <donotreply@newellco.com wrote:</donotreply@newellco.com 
	1 11

Page 1414 of 2182 13/17

```
11
11
|||
|||||
| Dear Consumer, |
 You recently contacted our Consumer Service department. |
 If you still need our assistance with this case 21717068, please reply to this email directly.
11
 If you did not receive our reply please check your SPAM folder.
 Sincerely,
 CrockPot Consumer Service |
| [] |
11
II
11
11
```

Page 1415 of 2182

(b)(6)

|ref:\_00Di0Ymyy.\_5000H1HvM5t:ref

# Re: CrockPot – Reply for additional assistance with case 21717068

te. Orooki ot	Reply for additional additional description	
Message Date	5/16/2019 6:19 AM	
Has Attachment		
Email Address	(b)(6)	
Status	Replied	
Subject	Re: CrockPot – Reply for additional assistance with case 21717068	
Text Body	here is the tracking number. we sent the pot back in april when can i expect the my new one. trackin number: expected delivery date 4-15-19usps tracking $\#(b)(6)$	g
	On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <donotreply@newellco.co wrote:</donotreply@newellco.co 	m>
	İİ	
	ш	
	H.	
	II	
	Hu	
	II	
	TT	
	   Dear Consumer,	
	   You recently contacted our Consumer Service department.   	
	If you still need our assistance with this case 21717068, please reply to this email directly.         I	
	   If you did not receive our reply please check your SPAM folder.   	
	II	_

Page 1416 of 2182 15/17

```
11
               © 2019 CrockPot, All Rights Reserved
Re: Response from CrockPot
 Message Date 5/16/2019 6:18 AM
Has Attachment
 Email Address (b)(6)
        Status New
       Subject Re: Response from CrockPot
     Text Body here is the tracking number you requested. tracking number: expected delivery date 4-15-19usps tracking #
               (b)(6)
               On Monday, May 13, 2019, 10:58:34 AM EDT, CrockPot Consumer Care
                <crockpotconsumercare@newellco.com> wrote:
                Hi(b)(6)
               Good morning.
               We have been trying to keep in touch with you since last week.
               I am forwarding the content of the email sent last week with regards to the tracking number.
               This is what I got while thoroughly checking the emails sent by you.
                "Tracking number: expected delivery date 4-15-19usps tracking # (b)(6)
               (b)(6) (b)(6)
               We won't be able to track the shipment without getting the complete tracking number. Please reply directly
               to this email with the tracking number so we can process the replacement for you.
               Thank you and looking forward to your reply (b)(6)
```

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Have a good day!

Sincerely,
(b)(6)
The Crock-Pot® Brand
http://www.crock-pot.com
From: (b)(6) (b)(6)  Sent: 5/11/2019 3:25 AM  To: crockpotconsumercare@newellco.com Subject: Re: CrockPot – Reply for additional assistance with case 21625004
I still have not received my pressure cooker pot. I Sent mine in weeks ago. We're is the replacement. Sincerely, (b)(6)
Sent from my iPad
> On May 9, 2019, at 2:00 PM, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: &gt;</crockpotconsumercare@newellco.com>
>
> Dear Consumer,
<ul> <li>You recently contacted our Consumer Service department.</li> <li>If you still need our assistance with this case 21625004, please reply to this email directly.</li> <li>If you did not receive our reply please check your SPAM folder.</li> <li>Sincerely,</li> </ul>
> CrockPot Consumer Service
> [] > © 2019 CrockPot, All Rights Reserved
ref:_00Di0Ymyy5000H1HuYNH:ref

### Chatter

#### **Text Posts**

(b)(6) Problem: pressure cooker- replacement unit -consumer sent the product back to us Action: inform consumer product he sent was received -processed replacement of the unit for under warranty -provide consumer order number Details: SCCPPC600V1 30, 286 was purchased dec 2018 send tracking receipt 04/11/2019 (b)(6) 1030104372 order number

May 16, 2019 at 11:54 AM

(b)(6) please refer to parent case 21764341 May 16, 2019 at 11:40 AM

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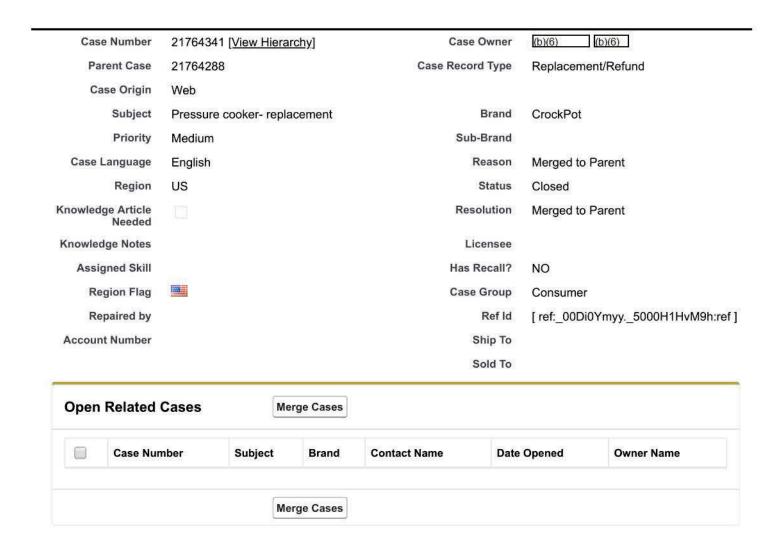


Case: 21764341

Close Window

**Print This Page** 

Expand All | Collapse
 All



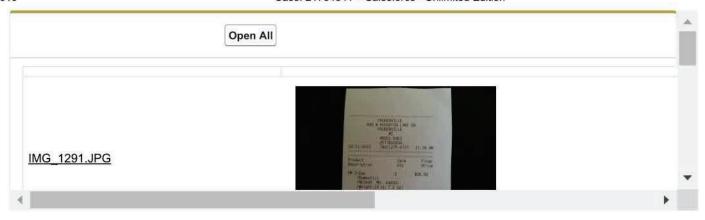
Keyword Legal 2	Keyword Recall 2	
Keyword Legal 3	Keyword Recall 3	
Keyword Legal Template	Keyword Recall Template	
	Keyword Auto Response	

Page 1419 of 2182

	Sent from my iPad			
Other Contact Us Data				
External Order Number			External Refund Number	
Contact Data				
Account Name	Generic Consumer A	account 2306	New Email From Customer	
<b>Contact Name</b>	(b)(6)		<b>New Email Counter</b>	1
Consumer Hold			Web Name	
Contact Phone	(b)(6)		Web Phone	
Contact Email	(b)(6)		Email Sender	(b)(6)
Email-to-Fax			Case Email	crockpotconsumercare@newellco.com
Preferred Method			Declined Marketing Data	
Notes				
SAP Notes				
SAP Notes Internal	(b)(6) (b)(6) : Merged to Parent	2019-05-16 15:42:	31]	
Change Sales A	rea U	pdate Sales Area		
Sales Organization	n	US04-Applian	ce & Cookware ▼	
Distribution Chann	nel	04-Consumer	<b>y</b>	
Division		2C-Home App	liances 🔻	
	U	pdate Sales Area		

Case Images

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#### **Receive Product Information**

Product Received Date Number of products being returned

Number of products received

#### **Inspection Data**

Inspected By

Inspection Matches Claim

Inspection Detail

#### **Shipping Information**

**Shipping Date** 

**Shipment Number** 

Latest Shipment Number

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

#### System Information

Date/Time Opened 5/16/2019 6:45 AM

Created By Integration, 5/16/2019 6:45 AM

Date/Time Closed 5/16/2019 11:42 AM

Last Modified By

SAP Notes Update 5/16/2019 11:42 AM

Special Routing

First Email Response

Legacy Incident Number

Survey Date

Owner Division Araneta

Other Call Data

Created By Division

(b)(6) 5/16/2019 11:42 AM

UCID

# **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO	
		Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
<b>Marital Status</b>		Last Stay-in-Touch Request Date	
# of Persons in		Last Stay-in-Touch	
Household		Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
(6)			Page 1422 of

Page 1422 of 2182 4/6

Syster	n Informatio	on					
I	Phone Raw	(b)(6)		Crea	ated By	(b)(6) PM	4/10/2019 7:04
Mobile	Phone Raw			Last Modi	fied By	(b)(6) AM	4/12/2019 11:40
Home	Phone Raw			Contact Reco	rd Type	Consumer	
Other	Phone Raw			Ext-Data			
				Source S Ext-Data S	8		
				Extendita 0	tage ID		
Custom I	Links						
		Google Searc	<u>h</u>	Google Maps		Send Gma	<u>ii</u>
		Yahoo! Weath	er	Activity Report by C	<u>Contact</u>		
Attachmen	its						
IMG_1291.	JPG			IMG_1294.J	PG		
	e 1.94MB				1.83MB		
	p Integration	n		Ownership	200		
	W View file d 5/16/2019	6:45 AM		View Last Modified	View fil		
Last Mounte	u 3/10/2019	0.43 AW		Last Woulled	3/10/20	19 0.43 AW	
IMG_1293.	JPG			IMG_1292.J	PG		
Siz	e 1.42MB			Size	1.9MB		
	p Integratio	n		Ownership	The state of the s		
	View file				View fil		
Last Modifie	d <b>5/16/2019</b>	6:45 AM		Last Modified	5/16/20	19 6:45 AM	
Case Histo	rv						
5/16/2019 1	Continue Destruction						
User	(b)(6)	b)(6)					
Connection							
			Order Placed to Me om Open to Closed		anged Re	eason from Infor	mation to Merged to
		<b>.</b>					
5/16/2019 1	1:39 AM						
User	(b)(6)	b)(6)					
Connection	Ob		la Blacad Observa			·	
	Changed Re Replacemen		ier Placed. Change	d Case Record Typ	e from C	onsumer Inquiry	/ to
5/16/2019 1							
User	(b)(6)	b)(6)					
Connection	Changed De	acan ta Inform	ation Changed Do	sorintian Changed	Cubicat	to Proceure con	ker replacement
		se Origin from		scription. Changed	Subject	to Fressure coo	ker- replacement.
5/16/2019 1							
User	(D)(6)						
Connection	Changed Ca	se Owner from	Consumer Care Q	ueue to (b)(6)	(b)(6)		
Action	onangeu ca	Se Owner HUIII	Consumer Care G	dede to honor	HD/(U)		

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#### 5/16/2019 6:45 AM

User Integration

Connection

Action Changed Account Name to Generic Consumer Account 2306. Created.

.IIIaiis	
Message Date	5/16/2019 6:45 AM
Has Attachment	✓
Email Address	(b)(6)
Status	Read
Subject	
	Forwarded Message From: (b)(6) (b)(6)
	(b)(6) Sent: Thursday, May 16, 2019, 6:34:09 AM EDTSubject:
Text Body	
	NEW COURS MENT OF
	Sent from my iPad
NET STEAT WESSEN	
hatter	

C **Text Posts** 

(b)(6) Merged to Parent May 16, 2019 at 11:42 AM

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Case: 22202105

Close Window

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	Case Nur	a bas	Subject	Brand	Contact Name	Date Opened	Owner Name
Open	Related	Cases	Me	ge Cases			
Account	Number						
nspection	Matches Claim				S	old To	
Reg	gion Flag				\$	Ship To	
	Ref Id	[ ref:_00D	i0Ymyy500	0H1JfXIC:re	ef ] Case	Group Consumer	
Assig	ned Skill				Has F	Recall? NO	
Knowled	ge Notes				Lie	censee	
Knowledg	je Article Needed				Res	olution Reply	
	Region	US					
Case L	anguage	English				Status Open	
	Priority	Medium			F	teason Information	n
	Subject	crockpot s	slow cooker -	USPS infor	mation Sub	-Brand	
Cas	se Origin	Phone				Brand CrockPot	
Store	Number						
Par	ent Case				Case Recor	d Type Consumer	Inquiry

Keyword Data		
Keyword Legal 1	Keyword Recall 1	
Keyword Legal 2	Keyword Recall 2	
Keyword Legal 3	Keyword Recall 3	
Keyword Legal Template	Keyword Recall Template	
	Keyword Auto Response	

# Description

Description

Other Contact Us Data

**External Order External Refund** Number Number

Con	tact	Data
0011	Luci	Data

**Account Name** Generic Consumer Account 2306 **New Email From** 

Customer

**New Email Counter Contact Name** (b)(6)

Consumer Hold Case Email crockpotconsumercare@newellco.com

(b)(6)Contact Phone **Declined Marketing** 

**Contact Email** (b)(6)

Email-to-Fax

**Preferred Method** 

#### **Notes**

**SAP Notes** 

**SAP Notes Internal** 

(b)(6): 2019-06-28 16:47:36]

Consumer called in stating that they already sent the item back to us, and no longer remember the tracking number since it was months ago.

: 2019-06-28 15:22:02] (b)(6)

attempted to call consumer but to no response.

left voice message if consumer still has the USPS tracking for documentation purposes and left our contact details

(b)(6): 2019-06-27 17:40:09]

attempted to call consumer but to no response.

left voice message if consumer still has the USPS tracking for documentation purposes and left our contact details.

case related to 21356419



#### Case Images

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No Images found!

Addrose	Override	Informatio	n
Audiess	Overnue	milormatio	ш

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

#### System Information

**Date/Time Opened** 6/27/2019 1:27 PM Created By

(b)(6)

(b)(6)

6/27/2019 1:27 PM

Date/Time Closed

Last Modified By

6/28/2019 12:47 PM

**SAP Notes Update** 

First Email Response

6/28/2019 12:47 PM

Special Routing Legacy Incident

Number

**Owner Division** Araneta

Other Call Data

**Survey Date** 

**Created By Division** Araneta

UCID

#### Contact Information

Open Risk Case Flag Open Risk Case 0 Count Consumer Hold **High Profile** VIP Consumer **Contact Owner** (b)(6)(b)(6)Phone Name (b)(6)**Account Name** Generic Consumer Account 2306 Mobile Home Phone **Account Number Contact Type** Consumer Other Phone Fax **Duplicate Contact** 

Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) 4/10/2019 7:04 PM
MobilePhone Raw		Last Modified By	(b)(6) 4/12/2019 11:40 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
<b>Custom Links</b>			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail

June 27, 2019 at 1:40 PM

Case Hist 6/27/2019	
User	(b)(6)
Connection	
Action	Changed Resolution to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed Subject to crockpot slow cooker - USPS information. Changed Contact Name to (b)(6)
6/27/2019	1:27 PM
User	(b)(6)
Connection	
Action	Created.
Chatter	
Text Posts	
(b)(6) it was month June 28, 201	Consumer called in stating that they already sent the item back to us, and no longer remember the tracking number since s ago.  9 at 12:47 PM
	attempted to call consumer but to no response. left voice message if consumer still has the USPS tracking for on purposes and left our contact details 9 at 11:22 AM

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(b)(6) attempted to call consumer but to no response. left voice message if consumer still has the USPS tracking for documentation purposes and left our contact details. case related to 21356419

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### Case: 21356419

Case Number	21356419	[View Hierar	chy]	Case	e Owner	(b)(6)	
Parent Case				Case Reco	ord Type	Replacement/	Refund
Case Origin	Phone						
Subject	multi cook	er blew off o	n saturday		Brand	CrockPot	
Priority	Medium			Su	b-Brand		
Case Language	English				Reason	Information	
Region	US				Status	Closed	
Knowledge Article Needed				Re	solution	72h - Auto-Clo	ose
Knowledge Notes				L	icensee		
Assigned Skill				Has	Recall?	NO	
Region Flag				Cas	e Group	Consumer	
Repaired by					Ref Id	[ ref:_00Di0Yr	myy5000H1GOWQc:ref
Account Number					Ship To		
					Sold To		
Open Related	Cases	Me	rge Cases				
	mber	Subject	Brand	Contact Name	Date	Opened	Owner Name

Key	/word	Data
		Dutu

Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response

### Description

Description

Other Contact Us Data

External Order External Refund

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Number Number

<b>Contact Data</b>			
Account Name	Generic Consumer Account 2306	New Email From Customer	
<b>Contact Name</b>	(b)(6)	<b>New Email Counter</b>	0
Consumer Hold		Case Email	crockpotconsumercare@newellco.com
Contact Phone	(b)(6)	Declined Marketing Data	
Contact Email	(b)(6)		
Email-to-Fax			
Preferred Method			
Notes			
SAP Notes			
SAP Notes Internal	(b)(6) : 2019-04-12 15 Consumer replied and provide tracking return tracking number and verified the Case number: 21356419  (b)(6) : 2019-04-11 22: Consumer forwarded the pictures of donumber for us to track her return packs SCCPPC600-V1 as an accommodatio	g number, advised not able to e name and shipping addres :50:37] efective multi cooker, advise age. If we see that it is in tra	ss. Waiting for consumer reply.

(b)(6) : 2019-04-10 23:22:07]

Consumer called in due to her Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 that she got as a gift on 12/25/18 blew off on saturday, it is running for 15 minutes only then blew off and the chicken is hanging from the ceiling and had a huge mess in their kitchen.

got it as a gift

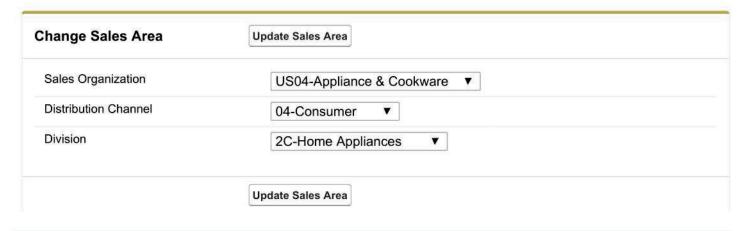
4th and 5th time to use it

Case number: 21356419

No one gets hurt

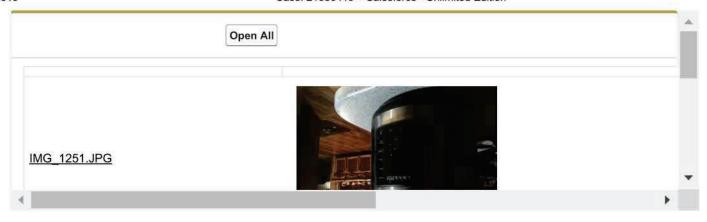
No receipt

advised to return the defective item prior for replacement, call us in the future and provide return tracking number, if it is in transit we will issue a replacement, case number: 21356419



Case Images

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#### **Receive Product Information**

**Product Received** 

Date

Number of products being returned

Number of products received

### **Inspection Data**

Inspected By

Inspection Matches Claim

Inspection Detail

### **Shipping Information**

**Shipping Date** 

**Shipment Number** 

**Latest Shipment** Number

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping

State/Province

Shipping Zip/Postal

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

### System Information

Date/Time Opened 4/10/2019 7:04 PM Created By

4/10/2019 7:04 (b)(6)

PM

**Date/Time Closed** 4/15/2019 2:00 PM Last Modified By

Integration, 4/15/2019 2:00 PM

**SAP Notes Update** 

4/12/2019 11:46 AM

4/10/2019 7:19 PM

**Special Routing** 

First Email Response

Legacy Incident

Number

**Survey Date** 

**Owner Division** 

**Created By Division** 

Araneta

Other Call Data

Araneta

UCID

## **Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO	
		Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last	0
		Survey	
Survey Unsubscribe Date		Last Survey Sent Date	
			Page 1/33 of

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(h)(6)

System Info	rmati	on		
Phone	Raw	(b)(6)	Created By	(b)(6) 4/10/2019 7:04 PM
MobilePhone	Raw		Last Modified By	(b)(6) 4/12/2019 11:40 AM
HomePhone	Raw		Contact Record Type	Consumer
OtherPhone	Raw		Ext-Data Stage Source System	
			Ext-Data Stage ID	
Custom Links				
		Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Case Products CP-0008227440				
Record Statu	s 😢	Lacron TVENSCOPER		
		CPPC600V1		
and the second contract the second second second		OWCOOKER CRP 6QT SS	EXPRESS	
Mfg Dat Has Recall List Vie				
Serial/Batch Number	12.00			
Date of Purchas		25/2018		
Under Warran		23/2010		
Related Cases				
21625004	0	LD-41	u.l	
Subject		kPot   pressure cooker - re	piacement	
Date/Time Opened				
Status				
Owner				
	90000	Service and the service and th	and tracking numberand you wou	ild send me a new instapot. Its been
Description	week			ck to you. My question is where is my
	Sent	from my iPhone		
Attachments				
IMG_1252.JPG			IMG_1251.JPG	
Size 1.8N	ив		Size 2.07MB	Response
Ownership Inte	gratio	n	Ownership Integra	tion
View <u>Viev</u>	w file		View View fil	<u>e</u>
Last Modified 4/11	/2019	7:11 AM	Last Modified 4/11/20	19 7:11 AM
Activity History Email: Response		ı CrockPot		
N	Name	(b)(6)		
	Task	✓		
Due	Date	4/12/2019		
Assigne				
Last Madified Date	Time	4/12/2019 11:45 AM		

Page 1434 of 2182 5/14

(b)(6)

	Additional To: (b)(6) CC: BCC: Attachment:
	Subject: Response from CrockPot Body:
	Dear (b)(6)
	Thank you for responding to my email.  I am not able to view the return tracking number that you have provided, due to it shows like (b)(6)
	(b)(6) Is it possible to take a picture of the return tracking number that you used for me to track your return package. I also want to ask, the name and shipping address that we will use prior to replacement. Is it - (b)(6) (b)(6) Is that correct?
Comments	Case number: 21356419
	We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you.
	Thank you very much and have a wonderful day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com
	ref:_00Di0Ymyy5000H1GOWQc:ref
Email: Response fron	n CrockPot
Name	
Task Due Date	4/11/2019
Assigned To	St. com suffer assessment a
Last Modified Date/Time	
Comments	Additional To: (b)(6) CC:
	BCC: Attachment:
	Subject: Response from CrockPot Body:
	Dear (b)(6)
	Thank you for responding to my email with the photos.
	We will wait for the return tracking number that you will use once you return the defective Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 for us to track your return package. If we see that it is in transit, we will process a replacement.
	Case number: 21356419

(b)(6)

Page 1435 of 2182 6/14

We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you.

Thank you very much and have a wonderful day!

Sincerely,

(b)(6) (b)(6)

The Crock-Pot® Brand

www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1GOWQc:ref

#### Email: Response from CrockPot

Name (b)(6)

Task ✓

Due Date 4/10/2019

Assigned To (b)(6)

Last Modified Date/Time 4/10/2019 7:19 PM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

**Dear** (b)(6)

Thank you for contacting Crock-Pot® Brand!

I'm sorry to hear about the issues with your Crock-Pot® Brand and we'd love to assist you with the replacement. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

Name and Shipping address Pictures of your product for identification Clear front-view picture of the full product

After we receive your information and photos, we will get back to you with the results of your request.

You can return your item to our Returns Center at the address below:

Crock Pot - Newell Brands Attn: RETURNS 11883 Lime Kiln Road Dock 2 Neosho, MO 64850

To ensure prompt processing, we recommend using a trackable shipping method and including a copy of the packing slip or the customer receipt. If you do not have a copy of your packing slip, please enclose a note with your reason for return.

Case number: 21356419.

	Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.
	Sincerely,
	(b)(6) (b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com
	ref:_00Di0Ymyy5000H1GOWQc:ref
Open Activ	ities response for Case Number : 21356419
Name	
Task	
Due Date	
	Not Started
(T)	Normal (by 6)
Assigned To	tracking number: expected delivery date 4-15-19usps tracking #[b)(6)
Comments	(b)(6) (b)(6)
	On Thursday, April 11, 2019, 6:49:31 PM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:     </crockpotconsumercare@newellco.com>
	Thank you for responding to my email with the photos.
	We will wait for the return tracking number that you will use once you return the defective Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 for us to track your return package. If we see that it is in transit, we will process a replacement.
	Case number: 21356419
	We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you.
	Thank you very much and have a wonderful day!
	Sincerely,
	(b)(6) (b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	Deva 4437 of 34
tps://(b)(6)	Page 1437 of 21 8/*

Page 1437 of 2182 8/14

ref:\_00Di0Ymyy.\_5000H1GOWQc:ref

#### New email response for Case Number: 21356419

(b)(6)
4/11/2019
Not Started
Normal
(b)(6)
(b)(6) (b)(6)
I am attaching pictures On Wednesday, April 10, 2019, 7:19:51 PM EDT, CrockPot Consumer Care <a href="mailto:crockpotconsumercare@newellco.com">crockpotconsumercare@newellco.com</a> wrote:
] [ ]   [ ]

Thank you for contacting Crock-Pot® Brand!

I'm sorry to hear about the issues with your Crock-Pot® Brand and we'd love to assist you with the replacement. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

Name and Shipping address Pictures of your product for identification Clear front-view picture of the full product

After we receive your information and photos, we will get back to you with the results of your request.

You can return your item to our Returns Center at the address below:

Crock Pot - Newell Brands Attn: RETURNS 11883 Lime Kiln Road Dock 2 Neosho, MO 64850

To ensure prompt processing, we recommend using a trackable shipping method and including a copy of the packing slip or the customer receipt. If you do not have a copy of your packing slip, please enclose a note with your reason for return.

Case number: 21356419.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

Sincerely,

(b)(6) (b)(6)

Page 1438 of 2182

https://ne(h)(6)

	The Crock-Pot® Brand
	http://www.crock-pot.com
	in the state of th
	li r
	ji i
	ref:_00Di0Ymyy5000H1GOWQc:ref
O III-4	
4/15/2019	
	tonopolytical desired and the second desired d
Connection	Integration
Connection	Changed Resolution from Reply to 72h - Auto-Close. Changed Reason from Accommodation to Information.
Action	Changed Status from Waiting on Consumer to Closed.
4/10/2019	7:22 PM
User	(b)(6)
Connection	
A =1:=	Changed Resolution to Reply. Changed Reason from Complaint to Accommodation. Changed Status from Open
Action	to Waiting on Consumer.
4/10/2019	7:05 PM
User	(b)(6)
Connection	
Action	Changed Reason to Complaint. Changed Brand to CrockPot. Changed Subject to multi cooker blew off on
	saturday.
4/10/2019	7:04 PM
	(b)(6)
Connection	
	Changed Account Name to Generic Consumer Account 2306. Created.
Action	onanged Account Name to Generic Gonsumer Account 2000. Greated.
Emails	
	from CrockPot
	Date 4/12/2019 11:45 AM
Has Attachr	
Email Add	ress (b)(6)
	atus Sent
Sut	pject Response from CrockPot
	Body [Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
	id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear (b)(6)
	Thank you for responding to my email.
	I am not able to view the return tracking number that you have provided, due to it shows like
	(b)(6) . Is it possible to take a picture of the return tracking number that you used for me to track
	your return package. I also want to ask, the name and shipping address that we will use prior to replacement. Is it - $(b)(6)$ $(b)(6)$ Is that correct?
	is that confect?
	Case number: 21356419

Page 1439 of 2182 10/14

(b)(6)

	We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you.
	Thank you very much and have a wonderful day!
	Sincerely,
	(b)(6) (b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <http: www.crock-pot.com=""></http:>
	ref:_00Di0Ymyy5000H1GOWQc:ref
Re: Response	from CrockPot
Message Date	4/11/2019 10:28 PM
Has Attachment	
Email Address	
	Replied
	Re: Response from CrockPot
lext Body	tracking number: expected delivery date 4-15-19usps tracking #(b)(6) (b)(6) (b)(6)
	No. (c)
	On Thursday, April 11, 2019, 6:49:31 PM EDT, CrockPot Consumer Care <a href="mailto:crockpotconsumercare@newellco.com">crockpotconsumercare@newellco.com</a> wrote:
	Thank you for responding to my email with the photos.
	We will wait for the return tracking number that you will use once you return the defective Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 for us to track your return package. If we see that it is in transit, we will process a replacement.
	Case number: 21356419
	We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you.
	Thank you very much and have a wonderful day!
	Sincerely,
	(b)(6) (b)(6)
	The Crock-Pot® Brand
	http://www.crock-pot.com
	Page 1440 of 2

(b)(6)

1-1

ref:\_00Di0Ymyy.\_5000H1GOWQc:ref Response from CrockPot Message Date 4/11/2019 6:49 PM Has Attachment Email Address (b)(6) Status Sent Subject Response from CrockPot [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? id=0150H00000Eb3zv&oid=00Di0000000Ymyy] Dear (b)(6) Thank you for responding to my email with the photos. We will wait for the return tracking number that you will use once you return the defective Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 for us to track your return package. If we see that it is in transit, we will process a replacement. Case number: 21356419 Text Body We appreciate your time and are always happy to help. Should you have any other questions or concerns. We look forward to hearing from you. Thank you very much and have a wonderful day! Sincerely, (b)(6) (b)(6) The Crock-Pot® Brand www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a> ref:\_00Di0Ymyy.\_5000H1GOWQc:ref Re: Response from CrockPot Message Date 4/11/2019 7:11 AM Has Attachment 🗸 Email Address (b)(6) Status Replied Subject Re: Response from CrockPot Text Body (b)(6)am attaching pictures On Wednesday, April 10, 2019, 7:19:51 PM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote: Dear (b)(6) Thank you for contacting Crock-Pot® Brand!

Page 1441 of 2182

I'm sorry to hear about the issues with your Crock-Pot® Brand and we'd love to assist you with the replacement. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

Name and Shipping address Pictures of your product for identification Clear front-view picture of the full product

After we receive your information and photos, we will get back to you with the results of your request.

You can return your item to our Returns Center at the address below:

Crock Pot - Newell Brands Attn: RETURNS 11883 Lime Kiln Road Dock 2 Neosho, MO 64850

To ensure prompt processing, we recommend using a trackable shipping method and including a copy of the packing slip or the customer receipt. If you do not have a copy of your packing slip, please enclose a note with your reason for return.

Case number: 21356419.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

Sincerely,

(b)(6) (b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

ref: 00Di0Ymyy. 5000H1GOWQc:ref

#### Response from CrockPot

Message Date 4/10/2019 7:19 PM
Has Attachment

Email Address (b)(6)

Status Sent

Subject Response from CrockPot

Text Body [Inline image URL: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy]

Dear (b)(6)

Thank you for contacting Crock-Pot® Brand!

I'm sorry to hear about the issues with your Crock-Pot® Brand and we'd love to assist you with the

Page 1442 of 2182

replacement. Prior to replacement, I need further details from you. I understand your time is valuable, and if it would be more convenient, you can reply to this email and answer the following:

Name and Shipping address Pictures of your product for identification Clear front-view picture of the full product

After we receive your information and photos, we will get back to you with the results of your request.

You can return your item to our Returns Center at the address below:

Crock Pot - Newell Brands Attn: RETURNS 11883 Lime Kiln Road Dock 2 Neosho, MO 64850

To ensure prompt processing, we recommend using a trackable shipping method and including a copy of the packing slip or the customer receipt. If you do not have a copy of your packing slip, please enclose a note with your reason for return.

Case number: 21356419.

Thank you for your time and business, and please let us know if you have any questions. We look forward to hearing from you.

Sincerely,

(b)(6) (b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

ref: 00Di0Ymyy. 5000H1GOWQc:ref

# Chatter

### **Text Posts**

(b)(6)	Consumer replied and provide tracking number, advised not able to view it. Educate to take a picture of return
tracking number and v	erified the name and shipping address. Waiting for consumer reply. Case number: 21356419
April 12 2019 at 11:46	SAM

(b)(6)	Consumer forwarded the pictures of defective multi cooker, advised that we will wait for return tracking number
for us to track her retui	rn package. If we see that it is in transit, we will process a replacement for SCCPPC600-V1 as an
accommodation. Case	number: 21356419

April 11, 2019 at 6:50 PM

(b)(6) Consumer called in due to her Crock-Pot® 6-Quart Express Crock Multi-Cooker, SCCPPC600-V1 that she got as a gift on 12/25/18 blew off on saturday, it is running for 15 minutes only then blew off and the chicken is hanging from the ceiling and had a huge mess in their kitchen. got it as a gift 4th and 5th time to use it No one gets hurt No receipt advised to return the defective item prior for replacement, call us in the future and provide return tracking number, if it is in transit we will issue a replacement, case number: 21356419

April 10, 2019 at 7:22 PM

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Case: 20569727

- Close Window
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  All



Keyword Recall 1	
Keyword Recall 2	
Keyword Recall 3	
Keyword Recall Template	
Keyword Auto Response	
	Keyword Recall 2  Keyword Recall 3  Keyword Recall  Template  Keyword Auto

### Description

Description Consumer called in because she said she got burnt an never got called back.

I advised the consumer that yes it is a different department handing them but i have no way to transfer her to

Other Contact Us Data

**External Order** External Refund Number Number

#### **Contact Data Account Name New Email From** Generic Consumer Account 2259 Customer **Contact Name** (b)(6)**New Email Counter** Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone Declined Marketing** Data **Contact Email** Email-to-Fax Preferred Method

### **Notes**

SAP Notes

**SAP Notes Internal** 

: 2019-03-01 21:58:31]

please refer to 20479739

2019-01-29 21:38:51]

Consumer called in because she said she got burnt an never got called back.

I advised the consumer that yes it is a different department handing them but i have no way to transfer her to them.



Case Images

Page 1445 of 2182

(b)(6)

No Images found!

#### **Address Override Information**

Account Name

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

**Shipping Country United States** 

**Shipping Email** 

**Shipping Phone** 

### System Information

**Date/Time Opened** Created By 1/29/2019 4:34 PM 1/29/2019 4:34 PM (b)(6)

Date/Time Closed 3/1/2019 4:58 PM Last Modified By (b)(6)(b)(6) 3/1/2019 4:58 PM

**SAP Notes Update** 3/1/2019 4:58 PM Special Routing

First Email Response Legacy Incident

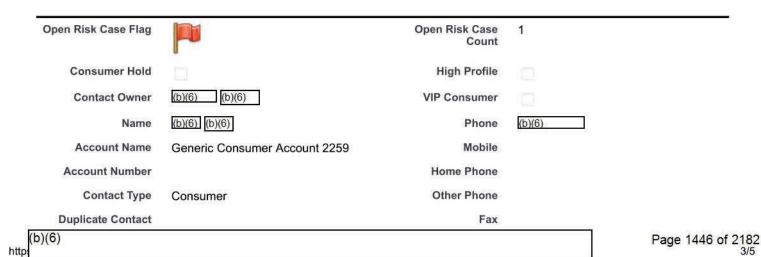
Number

**Owner Division Survey Date** HGS

Other Call Data **Created By Division** HGS

UCID

### Contact Information



**Activity Report by Contact** 

Case History 3/1/2019 4:58 PM

Yahoo! Weather

User (b)(6) (b)(6)
Connection

Action Changed Resolution to Reply. Changed Status from Open to Closed.

### 1/29/2019 4:38 PM

User (b)(6)

Connection

Action Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Express Unit.

### 1/29/2019 4:34 PM

User (b)(6)

Connection

Action Changed Account Name to Generic Consumer Account 2259. Created.

#### Chatter

### **Text Posts**

(b)(6) please refer to 20479739

March 1, 2019 at 4:58 PM

(b)(6) Consumer called in because she said she got burnt an never got called back. I advised the consumer that yes it is a different department handing them but i have no way to transfer her to them.

January 29, 2019 at 4:38 PM

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(b)(6)



Case: 20955523

Description

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#### **Keyword Data** Keyword Legal 1 Keyword Recall 1 Keyword Legal 2 Keyword Recall 2 Keyword Legal 3 Keyword Recall 3 Keyword Legal Keyword Recall **Template** Template **Keyword Auto** Response

Description Customer is calling because 5 days ago, she was making a soup. Did everything like normal. When the soup

Page 1449 of 2182 https://(b)(6)

was done, she let it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and has 2nd and 3rd degree burns on her chest and face area. If she calls back then give her the number for ER.

Other Contact Us Data

External Order External Refund
Number Number

#### **Contact Data Account Name** Generic Consumer Account 2259 **New Email From** Customer (b)(6) (b)(6) **New Email Counter Contact Name** Consumer Hold Case Email crockpotconsumercare@newellco.com **Contact Phone** (b)(6)**Declined Marketing** Data **Contact Email** (b)(6)Email-to-Fax

#### **Notes**

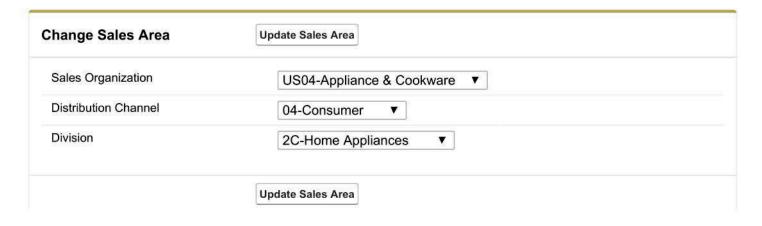
SAP Notes

Preferred Method

SAP Notes Internal (b)(6) (b)(6) : 2019-03-01 21:56:57] please refer to 20479739

(b)(6) (b)(6) : 2019-03-01 21:56:26]

Customer is calling because 5 days ago, she was making a soup. Did everything like normal. When the soup was done, she let it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and has 2nd and 3rd degree burns on her chest and face area.



### Case Images

No Images found!

#### **Address Override Information Account Name Shipping Street Shipping City** Shipping State/Province Shipping Zip/Postal Code **Shipping Country United States Shipping Email Shipping Phone System Information** Date/Time Opened Created By (b)(6)3/1/2019 4:55 PM (b)(6) 3/1/2019 4:55 PM Date/Time Closed Last Modified By (b)(6)(b)(6) 3/1/2019 4:56 PM 3/1/2019 4:56 PM **SAP Notes Update Special Routing** 3/1/2019 4:56 PM First Email Response Legacy Incident Number Survey Date Owner Division Araneta Other Call Data **Created By Division** Araneta

### **Contact Information**

UCID

Mailing Address	(b)(6)	Other Address	United States	Page 1451 of
Address Information	tion			
Job Title				
Company Name		Contact Lock		
Language	English	Open Moneybacks		
Region	US	Preferred Method		<del></del>
Duplicate Contact Identifier		Email	(b)(6)	
<b>Duplicate Contact</b>		Fax		
Contact Type	Consumer	Other Phone		
Account Number		Home Phone		
<b>Account Name</b>	Generic Consumer Account 2259	Mobile		
Name	(b)(6) (b)(6)	Phone	(b)(6)	
Contact Owner	(b)(6) (b)(6)	VIP Consumer		
Consumer Hold		High Profile		
Open Risk Case Flag		Open Risk Case Count	1	

https://n(b)(6)

**United States** 

House Number Other Address

Country Code ISO Other Address

Additional Inform	nation			
Birthdate		<b>Brand Preferences</b>		
Gender		Mass_Communication Opt Out		
Marital Status		Last Stay-in-Touch Request Date		
# of Persons in Household		Last Stay-in-Touch Save Date		
Description Merge Details				
Survey section				
Survey Unsubscribe		Days Since Last Survey	120	
Survey Unsubscribe Date		Last Survey Sent Date	3/5/2019	
System Informati	ion			
Phone Raw	(b)(6)	Created By	(b)(6) 1/28/2019 3:03 PM	
MobilePhone Raw		Last Modified By	Integration, 3/5/2019 1:04 AM	
HomePhone Raw		Contact Record Type	Consumer	
OtherPhone Raw		Ext-Data Stage Source System		
		Ext-Data Stage ID		
Custom Links				
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail	
Case History 3/1/2019 4:56 PM				
personal recommensus.	)(6)			
Connection Action Changed Status from Open to Closed.				
Action Changed Status from Open to Closed.				
3/1/2019 4:55 PM				
19000-2000 Patternation America	)(6)			
Connection Action Created.				
Chatter				

(b)(6)

**Text Posts** 

Page 1452 of 2182 4/5

(b)(6) please refer to 20479739 March 1, 2019 at 4:56 PM

(b)(6) Customer is calling because 5 days ago, she was making a soup. Did everything like normal. When the soup was done, she let it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and has 2nd and 3rd degree burns on her chest and face area.

March 1, 2019 at 4:56 PM

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https://newellru(b)(6)



Case: 20479739

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All

Case Number				Not Risk			
Case Number	20479739	View Hiera	rchy]	Case	Owner	(b)(6)	
Parent Case				Case Reco	rd Type	RM Risk	
Case Origin	Phone						
Subject	SCCPPC6	00V1			Brand	CrockPot	
Priority	Medium			Sub	-Brand		
Case Language	English			1	Reason	Information	
Region	US				Status	Open	
Knowledge Article Needed				Res	olution	Transferred to	Other
Knowledge Notes				Li	censee		
Assigned Skill				Has	Recall?	NO	
Region Flag				Case	Group	Legal	
Account Number					Ref Id	[ ref:_00Di0Y	myy5000H1DzQVh:ref
				3	Sold To		
Open Related (	Cases	Me	erge Cases				
Case Num	ber	Subject	Brand	Contact Name	Date	Opened	Owner Name

Keyword Data			
Keyword Legal 1		Keyword Recall 1	
Keyword Legal 2		Keyword Recall 2	
Keyword Legal 3		Keyword Recall 3	
Keyword Legal Template		Keyword Recall Template	
		Keyword Auto Response	
Description	Customer is calling because 5 days ago,		

she was making a soup. Did everything like normal. When the soup was done, she let it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and has 2nd and 3rd

degree burns on her chest and face area. If she calls back then give her the number for ER.

Other	Can	tant	110	Data

**External Order** Number External Refund Number

#### **A&C Data**

Case Escalation Source Claim Source

Iron Mountain Box Number

#### **Contact Data**

Account Name

Generic Consumer Account 2259

**New Email From** 

Customer

**Contact Name** 

(b)(6) (b)(6)

**New Email Counter** 

**Declined Marketing** 

Case Email

Data

crockpotconsumercare@newellco.com

Contact Phone

Consumer Hold

b)(6)

(b)(6)

**Contact Email** Email-to-Fax

Preferred Method

#### **Notes**

https://(b)(6)

#### **SAP Notes**

SAP Notes Internal

: 2019-07-01 20:22:46]

attempted to call consumer but to no response.

left VM on how to contact us.

: 2019-06-28 15:24:19]

attempted to call consumer but to no response.

left VM on how to contact us.

: 2019-06-27 17:19:52]

attempted to call consumer but to no response.

left VM on how to contact us.

: 2019-03-01 22:07:59]

Connected to ER, while probing consumer cannot provide full information due to she's not in her home.

Endorsed to one of the ER in cubao.

(b)(6) (b)(6) : 2019-01-28 20:10:14]

Customer is calling because 5 days ago, she was making a soup. Did everything like normal. When the soup was done, she let it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and has 2nd and 3rd degree burns on her chest and face area.

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Change Sales Area	Update Sales Area	
Sales Organization	US04-Appliance & Cookware ▼	
Distribution Channel	04-Consumer ▼	
Division	2C-Home Appliances ▼	
	Update Sales Area	

RISK MANAGEME	NT	
Status of Claim	Was there m	nore than 1 pn Injured?
Date Claim Settled	More than Item	1 Property Damaged?
Claim Detail		
Possible Risk		et available espection?
Pursuing Claim?		vailable for tion-Why?
Handled By		
Injury / Property		
<b>Incident Date</b>	Incider	nt Location
Store of Purchase		
Hospital/Doctor Visit	Hosp	ital/Doctor Report
<b>Keyword Type</b>		
Keyword Root	Keyword	Body Part
Receive Product I	nformation	
Product Received Date	Number o bein	of products g returned
	Number o	f products received

Description			
Description Summary			
Claim Refund/Rep	lacement Informatio	n	
Send Carton?		Carton Order #	
Send Replacement?		Replacement Order #	
Ordered Refund?		Refund Amount	
Inspection			
Hold for inspection			
Asked for product?		Email CSR upon receipt	
Inspected By		Inspection Matches Claim	
		Inspection Detail	
1st Injury Informa	tion		
Name of Injured Party		Product Involved- Injury	
Who was Injured?			
Gender		Age	
This Person had more than 1 Injury?		Age(mos)	
		Height(in)	
		Weight(lbs)	
Body Part Involved		Body Part Injury	
1st Property Dama	age Information		
What was Damaged?		Product Involved	
Cost of the Damaged Property		Refund Product?	
		Replace Product?	
Quote #1		Source for Quote #1	
Quote #2		Source for Quote #2	
Proposed Refund Amount			
Proposed Property Settlement			
Check Request Amount	USD 0.00		
Conversation			
System Information	on		
Date/Time Opened	1/28/2019 3:03 PM	Created By	(b)(6) (b)(6) 1/28/2019 3:03 PM
Date/Time Closed		Last Modified By	(b)(6) 7/1/2019 4:22 PM

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Case: 20479739 ~ Salesforce - Unlimited Edition

**SAP Notes Update** 7/1/2019 4:22 PM

Legacy Incident Number

Special Routing

Survey Date

Other Call Data

First Email Response

**Owner Division** Araneta

**Created By Division** HGS

UCID

## **Contact Information**

Open Risk Case Flag		Open Risk Case Count	1
Consumer Hold		High Profile	
Contact Owner	(b)(6) (b)(6)	VIP Consumer	
Name	(b)(6) (b)(6)	Phone	(b)(6)
<b>Account Name</b>	Generic Consumer Account 2259	Mobile	
<b>Account Number</b>		Home Phone	
<b>Contact Type</b>	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	ition		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			

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https/h)/6)

https(h)(6)

Survey section	on			
Survey Unsubscr	ibe		Days Since Last Survey	120
Survey Unsubscr D	ibe ate		Last Survey Sent Date	3/5/2019
System Infor	mation			
Phone R	(b)(6)	]	Created By	(b)(6) 1/28/2019 3:03 PM
MobilePhone R	taw		Last Modified By	Integration, 3/5/2019 1:04 AM
HomePhone R	law		Contact Record Type	Consumer
OtherPhone F	law		Ext-Data Stage Source System	
			Ext-Data Stage ID	
Custom Links				
	Google Sea	ırch	Google Maps	Send Gmail
	Yahoo! Wea		Activity Report by Contact	
Case Products CP-0007818930				
Record Status	8			
Produc	SCCPPC600V1			
Material Description	SLOWCOOKER	CRP 6QT SS EXPR	ESS	
Mfg Date				
Has Recall List View	NO			
Serial/Batch Numbe				
Date of Purchase				
Under Warranty	1			
Related Cases				
20955523				
	SCCPPC600V1			
	Medium			
Date/Time Opened				
Status				
Owner	A STATE OF THE STA			
				Did everything like normal. When the
Description	face. She went to		o, and has 2nd and 3rd degre	When she opened it, it blew up in her se burns on her chest and face area. If
Case History 3/1/2019 4:56 PM				
User (b)(6)				
Connection				
Action Change	ed Case Record Ty	pe from Consumer	Inquiry to RM Risk.	
3/1/2019 4:55 PM				
User (b)(6)	9			
Connection	W2 1 98	la va	1. (0.70)	
Action Change	ed Case Owner fro	om (b)(6) (b)(6)	to (b)(6)	D 1450 - 5

Page 1459 of 2182 6/7

3/1/2019 4:	54 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Case Owner from (b)(6) (b)(6) to (b)(6) (b)(6)
1/28/2019 3	3:21 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Description.
1/28/2019 3	3:10 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Resolution to Transferred to Other. Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to SCCPPC600V1.
1/28/2019 3	3:03 PM
User	(b)(6) (b)(6)
Connection	
Action	Changed Account Name to Generic Consumer Account 2259. Created.
Chatter	
Text Posts	
(b)(6) July 1, 2019	attempted to call consumer but to no response. left VM on how to contact us. at $4:22\ PM$
(b)(6) June 28, 201	attempted to call consumer but to no response. left VM on how to contact us.  9 at 11:24 AM
(b)(6) June 27, 201	attempted to call consumer but to no response. left VM on how to contact us.  9 at 1:19 PM
(b)(6) of the ER in c March 1, 201	
and has 2nd	Customer is calling because 5 days ago, she was making a soup. Did everything like normal. When the soup was it set for 10 to 15 minutes to depressurize. When she opened it, it blew up in her face. She went to the ER two days ago, and 3rd degree burns on her chest and face area.

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https://ne (b)(6) Page 1460 of 2182



Case: 21292959

Close Window

 Print This Page
 Expand All | Collapse All

Case Number	21292959 [View Hierarchy]			Ca	Case Owner		
Parent Case				Case Re	Case Record Type Co		ocial Inquiry
Store Number							
Case Origin	Review				Brand	CrockPot	
Subject	BV - 1 Star - I	Horrible b	lew up	\$	Sub-Brand		
Priority	Medium				Reason	Consumer F	eedback
Case Language	English				Status	Closed	
Region	US						
Social Network				F	Resolution	Reply	
Knowledge Notes					Licensee		
Assigned Skill					as Recall?	NO	
Ref Id	[ ref:_00Di0Yi	[ref:_00Di0Ymyy5000H1GNByC:ref]			ase Group	Consumer	
Region Flag					Ship To		
Inspection Matches Claim					Sold To		
Account Number				Rev	iew Rating	1	
Source	BazaarVoice			Call Back	Required		
Initial Post Time (Minutes)					Link	cookers/exp quart-expres	crock-pot.com/multi- ress-crock/crock-pot-6- ss-crock-multi- PPC600-V1.html
irst Social Response Time(Hours)							
irst Social Response Business Hours							
First Post to First Response(Hours)							
Open Related	Cases	Mei	rge Cases				
	ımber Sı	ubject	Brand	Contact Name	Data	Opened	Owner Name

**Keyword Data** 

Keyword Legal 1 Keyword Recall 1

Page 1461 of 2182 1/14

Case: 21292959 ~ Salesforce - Unlimited Edition

Keyword Legal 2 Keyword Recall 2

Keyword Legal 3 Keyword Recall 3

Keyword Legal Keyword Recall Template Template

Keyword Auto Response

Description I bought this on Black Friday and have

only used it twice. This last time I used it to cook a roast. About 1 hour into having the roast in the multi cooker I walked by and all of a sudden I heard a loud boom like something blew up. I saw the lid blow off the pot and roast flew all over me and my kitchen. Thankfully it was sitting under a cabinet and the lid flew back down on the pot. Had I not been for the cabinet both blocking me for the most part and stopping the lid I could have been seriously hurt. Please beware of this product!!

Other Contact Us Data

External Order External Refund
Number Number

**Contact Data** 

Account Name Generic Consumer Account 2303 New Email From Customer

Contact Name Consumer Unknown New Email Counter 0

Consumer Hold Case Email crockpotconsumercare@newellco.com

Contact Phone Declined Marketing

Data

Contact Email (b)(6)

Email-to-Fax

**Preferred Method** 

### **Notes**

**SAP Notes** 

SAP Notes Internal (b)(6) : 2019-05-01 22:09:01]

No response received from the consumer. Closing the case.

(b)(6) : 2019-04-24 20:55:00]

No response received from the consumer. Sent follow up/reminder. Informed the consumer of the 72h auto close.

(b)(6) : 2019-04-04 15:37:00]

Consumer's Review: Horrible blew up

I bought this on Black Friday and have only used it twice. This last time I used it to cook a roast. About 1 hour into having the roast in the multi cooker I walked by and all of a sudden I heard a loud boom like something blew up. I saw the lid blow off the pot and roast flew all over me and my kitchen. Thankfully it was sitting under a cabinet and the lid flew back down on the pot. Had I not been for the cabinet both blocking me for the most part and stopping the lid I could have been seriously hurt. Please beware of this product!!

We replied: Oh no! That is definitely not the kind of experience that we want you to have. Our products were made with the highest quality materials and we expect them to last. We would love the opportunity to restore your faith in us. Our customer care specialist will reach out to you via email. Kindly respond directly so that we can have your issue addressed. Thank you!

Review ID: 207466909

Item: SCCPPC600V1

Link: https://www.crock-pot.com/multi-cookers/express-crock/crock-pot-6-quart-express-crock-multi-cooker/SCCPPC600-V1.html

Reply Text

Oh no! That is definitely not the kind of experience that we want you to have. Our products were made with the highest quality materials and we expect them to last. We would love the opportunity to restore your faith in us. Our customer care specialist will reach out to you via email. Kindly respond directly so that we can have your issue addressed. Thank you!

hange Sales Area	Update Sales Area
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼

### Case Images

No Images found!

#### **Address Override Information**

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Cod

Shipping Country United States

**Shipping Email** 

Shipping Phone

### System Information

Date/Time Closed

Date/Time Opened 4/4/2019 11:33 AM

Created By

(b)(6) AM

(b)(6)

4/4/2019 11:33

5/1/2019 6:09 PM

Last Modified By

5/1/2019 6:09 PM

(b)(6)

**Special Routing SAP Notes Update** 5/1/2019 6:09 PM

Legacy Incident Number First Email Response 4/4/2019 11:40 AM

Survey Date Owner Division Araneta Other Call Data **Created By Division** Araneta

UCID

## **Contact Information**

3			
Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold		High Profile	
Contact Owner	(b)(6)	VIP Consumer	
Name	Consumer Unknown	Phone	
Account Name	Generic Consumer Account 2303	Mobile	
<b>Account Number</b>		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	United States	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			

**Survey section** 

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Survey Unsubscribe		Days Since Last	0
Community of the		Survey	
Survey Unsubscribe Date		Last Survey Sent Date	
System Informati	ion		
Phone Raw		Created By	(b)(6) 4/4/2019 11:26 AM
MobilePhone Raw		Last Modified By	(b)(6) 4/4/2019 11:26 AM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage	
		Source System	
		Ext-Data Stage ID	
<b>Custom Links</b>			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail
Case Products CP-0008195170			
Record Status 😢			
Product SC	CPPC600V1		
Material Description SL	OWCOOKER CRP 6QT SS EXPRE	ESS	
Mfg Date			
Has Recall List View NC	)		
Serial/Batch Number			
Date of Purchase			
Under Warranty No	Warranty		
Activity History	0		
Email: Response fron	MANGER WESTERNICH ANNEN		
	Consumer Unknown		
Task			
Due Date	The second secon		
Assigned To Last Modified Date/Time	Control of the Contro		
	Additional To: (b)(6)		
Comments	CC:		
	BCC: Attachment:		
	Attachment.		
	Subject: Response from CrockP Body:	ot	
	Dear Consumer,		
	You previously contacted Crock- received a response, we are clos		21292959. Because we have not ur inquiry.
	But if you still need assistance,	please feel free to get back to	o us at your most convenient time.

Thank you very much and have a wonderful day!

Page 1465 of 2182 5/14

Sincerely,	
(b)(6)	
The Crock-Pot® E	Brand
www.crock-pot.co	om .
	.: https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer? 3zv&oid=00Di000000Ymyy]
Dear Consume	r,
	siness days from today's notice if we don't get a response. Your response will be d. Thank you so much for understanding. Have a wonderful day!
(b)(6)	
The Crock-Pot	9 Brand
www.crock-pot	.com <http: www.crock-pot.com=""></http:>
From: CrockPot C Sent: 4/4/2019 11: To: (b)(6)	al MessageConsumercare@newellco.com] 40 AM ar - Horrible blew up
Hi, Consumer!	
	ing the time to submit a product review on our website. We apologize if there has ur response. We have experienced a backlog of emails. We are working diligently to ly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- Date of Purchase
- Photo of the product
- · Photo of the Model Number (see instructions below)
- Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via email.

Please reply to this email together with the details we need to help you in rectifying the issue.

Crock-Pot® stands by its products and we want our consumers to be fully satisfied.

If you have further questions that need urgent attention, please don't hesitate to reply to this email or call us at our toll-free number 1-(800)-323-9519. For your convenience, we are available 9:00 am to 6:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

#### Best Regards,

(b)(6)

Crock-Pot Consumer Care

https://www.Crock-Pot.com < https://www.Crock-Pot.com>

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

#### Email: Response from CrockPot

Name Consumer Unknown

Task ✓

Due Date 4/24/2019

Assigned To (b)(6)

Last Modified Date/Time 4/24/2019 4:54 PM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Dear Consumer,

We haven't heard back from you about your concern with your Crock-Pot since April 4, 2019. May we please ask for any update? Also, please be advised that this case number 21292959 will be closed after 3 business days from today's notice if we don't get a response. Your response will be highly appreciated. Thank you so much for understanding. Have a wonderful day!

Sincerely,

(b)(6)

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The Crock-Pot® Brand

www.crock-pot.com

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

From: CrockPot Consumer Care [crockpotconsumercare@newellco.com]

Sent: 4/4/2019 11:40 AM

To: (h)(6)

Subject: BV - 1 Star - Horrible blew up

Hi, Consumer!

Thank you for taking the time to submit a product review on our website. We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- Date of Purchase
- Photo of the product
- Photo of the Model Number (see instructions below)
- Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

#### Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via e-mail.

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Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

Best Regards,

(b)(6)

**Crock-Pot Consumer Care** 

https://www.Crock-Pot.com < https://www.Crock-Pot.com>

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

Email: BV - 1 Star - Horrible blew up

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Name Consumer Unknown

Task 🗸

Due Date 4/4/2019

Assigned To (b)(6)

Last Modified Date/Time 4/4/2019 11:40 AM

Additional To: (b)(6)

CC: BCC:

Attachment:

Subject: BV - 1 Star - Horrible blew up

Body:

Hi, Consumer!

Thank you for taking the time to submit a product review on our website. We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- **Date of Purchase**
- Photo of the product
- Photo of the Model Number (see instructions below)
- Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

#### Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

# Comments

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via email.

Please reply to this email together with the details we need to help you in rectifying the issue.

Crock-Pot® stands by its products and we want our consumers to be fully satisfied.

If you have further questions that need urgent attention, please don't hesitate to reply to this email or call us at our toll-free number 1-(800)-323-9519. For your convenience, we are available 9:00 am to 6:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

Best Regards,

(b)(6)

Crock-Pot Consumer Care https://www.Crock-Pot.com

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

Case History 5/1/2019 6:09 PM

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User (	b)(6)
Connection	
Action (	Changed Status from Waiting on Consumer to Closed.
4/4/2019 11:	
User (	0)(6)
Connection	
Action [	Changed Resolution to Reply. Changed Reason to Consumer Feedback. Changed Brand to CrockPot. Changed Description. Changed Subject to BV - 1 Star - Horrible blew up. Changed Case Origin from Phone to Review. Changed Status from Open to Waiting on Consumer.
4/4/2019 11:	33 AM
User (	b)(6)
Connection	
Action (	Changed Account Name to Generic Consumer Account 2303. Created.
_a 100	
Emails	rom CrookPot
	rom CrockPot
, m	ate 5/1/2019 6:08 PM
Has Attachme	land
Email Addre	us Sent
NC98 - 5050	ect Response from CrockPot
	dy [Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
TOX! DO	id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear Consumer,
	Dour Concumor,
	You previously contacted Crock-Pot regarding Case Number 21292959. Because we have not received a response, we are closing the case concerning your inquiry.
	But if you still need assistance, please feel free to get back to us at your most convenient time.
	Thank you very much and have a wonderful day!
	Sincerely,
	(b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	www.drock-pot.com sintp://www.crock-pot.com
	From: CrockPot Consumer Care [crockpotconsumercare@newellco.com] Sent: 4/24/2019 4:54 PM
	To: (b)(6)
	Subject: Response from CrockPot
	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Dear Consumer,

Page 1470 of 2182 10/14 We haven't heard back from you about your concern with your Crock-Pot since April 4, 2019. May we please ask for any update? Also, please be advised that this case number 21292959 will be closed after 3 business days from today's notice if we don't get a response. Your response will be highly appreciated. Thank you so much for understanding. Have a wonderful day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

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

From: CrockPot Consumer Care [crockpotconsumercare@newellco.com]

Sent: 4/4/2019 11:40 AM

To: (b)(6)

Subject: BV - 1 Star - Horrible blew up

#### Hi, Consumer!

Thank you for taking the time to submit a product review on our website. We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- Date of Purchase
- Photo of the product
- Photo of the Model Number (see instructions below)
- Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

#### Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via e-mail.

Please reply to this email together with the details we need to help you in rectifying the issue.

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If you have further questions that need urgent attention, please don't hesitate to reply to this email or call us at our toll-free number 1-(800)-323-9519. For your convenience, we are available 9:00 am to 6:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

Best Regards,

(b)(6)

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Crock-Pot Consumer Care https://www.Crock-Pot.com <a href:\tagently.perf.com <a href:\tagently.perf.com <a href:\tagently.perf.com <a href:\tagently.perf.com <a href:\tagently.perf.com <a href:\tagently.perf.com <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">total.com</a> <a href="mailto:total.com">tot

Response fr	om CrockPot
-------------	-------------

4/24/2019 4:54 PM
(b)(6)
Replied
Response from CrockPot
[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
Dear Consumer,
We haven't heard back from you about your concern with your Crock-Pot since April 4, 2019. May we please ask for any update? Also, please be advised that this case number 21292959 will be closed after 3 business days from today's notice if we don't get a response. Your response will be highly appreciated. Thank you so much for understanding. Have a wonderful day!
Sincerely,
(b)(6)
The Crock-Pot® Brand
www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>

Thank you for taking the time to submit a product review on our website. We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- Date of Purchase
- Photo of the product
- Photo of the Model Number (see instructions below)
- Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

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Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via e-mail.

Please reply to this email together with the details we need to help you in rectifying the issue.

Crock-Pot® stands by its products and we want our consumers to be fully satisfied.

If you have further questions that need urgent attention, please don't hesitate to reply to this email or call us at our toll-free number 1-(800)-323-9519. For your convenience, we are available 9:00 am to 6:00 pm Monday - Friday, EST.

Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

# Best Regards,

(b)(6)

**Crock-Pot Consumer Care** 

https://www.Crock-Pot.com < https://www.Crock-Pot.com>

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

#### BV - 1 Star - Horrible blew up

Message Date 4/4/2019 11:40 AM

Has Attachment

Email Address (b)(6)

Status Replied

Subject BV - 1 Star - Horrible blew up

Text Body Hi, Consumer!

Thank you for taking the time to submit a product review on our website. We apologize if there has been a delay in our response. We have experienced a backlog of emails. We are working diligently to respond as quickly as possible.

To provide the best solution, we will be needing the following information:

- Name, Best Call back Number and Address
- Place of Purchase
- Date of Purchase
- Photo of the product
- Photo of the Model Number (see instructions below)
- · Date Code (see instructions below)
- Supplier Code (see instructions below)
- Scanned copy of receipt (if still available)

#### Instructions:

Model Number - can be found on the UL label located on the bottom or back of the product.

Date Code - The date code is engraved on the metal prong, the forking metal parts which project from the end of power plugs. This code usually begins with one letter, followed by three numbers. (e.g. Q542).

Supplier Code - On the prong opposite of the date code is the supplier code. This code will have anywhere between 2 and 4 letters (e.g. JP). If you are unable to scan and send your receipt via e-mail.

Please reply to this email together with the details we need to help you in rectifying the issue.

Crock-Pot® stands by its products and we want our consumers to be fully satisfied.

If you have further questions that need urgent attention, please don't hesitate to reply to this email or call us at our toll-free number 1-(800)-323-9519. For your convenience, we are available 9:00 am to 6:00 pm Monday - Friday, EST.

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Again, I apologize for any inconvenience. We appreciate your business and are happy to help if you have any further questions.

This is your case number for future reference 21292959...

We appreciate your business and are happy to help if you have any further questions.

Thank you very much and have a wonderful day.

Best Regards,

(b)(6)

**Crock-Pot Consumer Care** 

https://www.Crock-Pot.com < https://www.Crock-Pot.com >

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

# Chatter

### **Text Posts**

(b)(6) May 1, 2019 at 6:09 PM	No response received from the consumer. Closing the case.
(b)(6) close. April 24, 2019 at 4:55 P	No response received from the consumer. Sent follow up/reminder. Informed the consumer of the 72h auto

(b)(6) Consumer's Review: Horrible blew up I bought this on Black Friday and have only used it twice. This last time I used it to cook a roast. About 1 hour into having the roast in the multi cooker I walked by and all of a sudden I heard a loud boom like something blew up. I saw the lid blow off the pot and roast flew all over me and my kitchen. Thankfully it was sitting under a cabinet and the lid flew back down on the pot. Had I not been for the cabinet both blocking me for the most part and stopping the lid I could have been seriously hurt. Please beware of this product!! We replied: Oh no! That is definitely not the kind of experience that we want you to have. Our products were made with the highest quality materials and we expect them to last. We would love the opportunity to restore your faith in us. Our customer care specialist will reach out to you via email. Kindly respond directly so that we can have your issue addressed. Thank you! Review ID: 207466909 Item: SCCPPC600V1 Link: https://www.crock-pot.com/multi-cookers/express-crock/crock-pot-6-quart-express-crock-multi-cooker/SCCPPC600-V1.html

April 4, 2019 at 11:37 AM

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Case: 21641331

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# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Recall 2 Keyword Recall 3 Keyword Recall 3 Keyword Legal 3 Keyword Legal Template Keyword Recall Template Keyword Auto Response

## Description

Description

Other Contact Us Data

(b)(6)

External Order External Refund

Number Number

Contact Data				
Account Name	Generic Consumer Acc	ount 2310	New Email From Customer	
<b>Contact Name</b>	(b)(6) (b)(6)		New Email Counter	
Consumer Hold			Case Email	crockpotconsumercare@newellco.com
Contact Phone	(b)(6)		Declined Marketing Data	
Contact Email	(b)(6)			
Email-to-Fax				
Preferred Method				
Notes				
SAP Notes				
SAP Notes Internal		2019-05-10 12:5		
	Consumer said she has prepaid label for her ret		/1 and the lid blew up. She	e is asking for a replacement and a
	Outcome:	un.		
	Created a prepaid label	with tracking nur	mber, (b)(6)	Also created an order for
	SCCPPC800V1 with or	der number, 1029	9974774. Offered survey.	
Change Sales A	Area	ate Sales Area		
Sales Organization	on	US04-Applianc	e & Cookware ▼	
Distribution Chan	nel	04-Consumer	▼.	
Division		2C-Home Appli	iances <b>v</b>	
	Upda	ate Sales Area		
Case Images				
	Open	All		
		UPS L	PS UPS UPS UPS	S UPS UPS UPS UPS UP!
		UPS L	IPS UPS UPS UPS	S UPS UPS UPS UPS UP:
		UPS L	IPS UPS UPS UPS	S UPS UPS UPS UPS UP!
SignatureImage	(b)(6)	GIF UPS L	(b)(6)	THE THE THE THE THE
		11 5 6 11	IDC HD	
managan managan m	ra posicionarioso			
Receive Product	intormation			

**Product Received** Date Number of products being returned

**Account Name** 

**Contact Type** 

**Account Number** 

(b)(6)

Generic Consumer Account 2310

Number of products received

Inspection Data				
Inspected By		Inspection Matches Claim		
		Inspection Detail		
Shipping Informati	on			
Shipping Date		Shipment Number		
		Latest Shipment Number		
Address Override	Information			
Account Name	in ormation			
Shipping Street				
Shipping City				
Shipping State/Province				
Shipping Zip/Postal Code				
Shipping Country	United States			
Shipping Email				
Shipping Phone				
System Informatio	n			
Date/Time Opened	5/3/2019 2:13 PM	Created By	(b)(6)	5/3/2019 2:13 PM
Date/Time Closed	5/10/2019 8:50 AM	Last Modified By	(b)(6) AM	5/10/2019 8:50
SAP Notes Update	5/10/2019 8:50 AM	Special Routing		
First Email Response		Legacy Incident Number		
Survey Date		Owner Division	Araneta	
Other Call Data		Created By Division	Araneta	
UCID				
Contact Inform				
Contact Inform	lation			
Open Risk Case Flag		Open Risk Case	0	
open man oase riag		Count	<u>*</u>	
Consumer Hold		High Profile		
<b>Contact Owner</b>	(b)(6)	VIP Consumer		
Name	Ms. (b)(6) (b)(6)	Phone	(b)(6)	

Mobile

Home Phone

Other Phone

Consumer

<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa			
Mailing Address	(b)(6)	Other Address	United States
		House Number Other	
		Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) (b)(6) , 4/24/2019 11:22 AM
MobilePhone Raw		Last Modified By	(b)(6) 5/3/2019 2:21 PM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			
	Google Search Yahoo! Weather	Google Maps Activity Report by Contact	Send Gmail

Case	e P	ro	du	cts
	Soul Sec	2116	The state	277.22

CP-0008411037

Record Status 🔞

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

Under Warranty No Warranty

# **Case Orders**

## 1029974774

Order Created On 5/3/2019
Customer PO Number 21641331
Order Net Value USD 0.00

Sales Area Description US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances

Order Status Shipped

#### **Attachments**

Signaturelm	nage(b)(6)	GIF	Signaturelm	age_ <sup>(b)(6)</sup>	.GIF
Size	10KB		Size	10KB	
Ownership	Integration		Ownership	(b)(6)	
View	View file		View	View file	
Last Modified	5/14/2019 8:20 AM		<b>Last Modified</b>	5/14/2019 8:20 AM	
Detumber	l Samuanaa Nuumban 4 C	NE.			

#### ReturnLabel-SequenceNumber-1.GIF

Size 31KB

Ownership (b)(6)

View View file

Last Modified 5/3/2019 2:25 PM

# **Case History**

# 5/10/2019 8:50 AM

User (b)(6)

Connection

Action Changed Status from Pending Shipment to Closed.

#### 5/3/2019 2:29 PM

User (b)(6)

Connection

Action Changed Status from Open to Pending Shipment.

### 5/3/2019 2:27 PM

User (b)(6)

Connection

Action Changed Reason from Complaint to Accommodation.

## 5/3/2019 2:27 PM

User (b)(6)

Connection

Action Changed Reason from Information to Complaint.

5/3/2019 2:22	PM
User (b)	)(6)
Connection	
Action Ch	hanged Subject from multicooker- lid blow up to multicooker- lid blew up.
5/3/2019 2:13	PM
User (b)	)(6)
Connection	
Action Cr	reated.
Chatter	
Text Posts	
(b)(6)	Consumer said she has a SCCPPC600V1 and the lid blew up. She is asking for a replacement and a prepaid
	urn. Outcome: Created a prepaid label with tracking number, (b)(6)  Also created an order for
	with order number, 1029974774. Offered survey.
May 10, 2019 at	L 8.50 AIVI

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Case: 21495345

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# Keyword Data Keyword Legal 1 Keyword Legal 2 Keyword Legal 3 Keyword Legal 3 Keyword Legal 3 Keyword Legal 7 Keyword Recall 3 Keyword Recall 7 Keyword Recall 7 Keyword Recall 8 Keyword Auto Response

## Description

Description

Other Contact Us Data

External Order External Refund

Number Number

Contact Data			
Account Name	Generic Consumer Account 2	New Email From Customer	
Contact Name	(b)(6) (b)(6)	New Email Counter	0
Consumer Hold		Case Email	crockpotconsumercare@newellco.com
Contact Phone	(b)(6)	Declined Marketing Data	
Contact Email	(b)(6)	Data	
Email-to-Fax			
Preferred Method			
Notes			
SAP Notes			
SAP Notes Internal  (b)(6) (b)(6) : 2019-04-24 15:33:55]  P: consumer have a Crock-Pot® 6-Quart Express Crock Multi-Cooker that was blow up -consumer have a CCTV footage of what happended			
		I and return back the unit to us	she dont want to have the same model
			she dont want to have the same model
	D: waiting on consumer's res	ponse	
Change Sales A	Update Sal	les Area	
Sales Organizatio	uS04	I-Appliance & Cookware ▼	
Distribution Chann	nel 04-Co	onsumer <b>v</b>	
Division	2C-H	ome Appliances ▼	
	Update Sal	les Area	
Case Images			
No Image	as found !		

# **Receive Product Information**

Product Received Number of products

Date

being returned

Number of products received

Insp	ection	Data
------	--------	------

Inspected By Inspection Matches

Olalili

Inspection Detail

## **Shipping Information**

Shipping Date Shipment Number

Latest Shipment Number

#### Address Override Information

**Account Name** 

**Shipping Street** 

**Shipping City** 

Shipping State/Province

Shipping Zip/Postal

Code

Shipping Country United States

**Shipping Email** 

**Shipping Phone** 

# **System Information**

Date/Time Opened 4/24/2019 11:24 AM Created By (b)(6) (b)(6) 4/24/2019 11:24

AM

Date/Time Closed 4/26/2019 12:01 PM Last Modified By Integration, 4/26/2019 12:01 PM

SAP Notes Update 4/24/2019 11:33 AM Special Routing

First Email Response 4/24/2019 11:49 AM Legacy Incident

Number

Survey Date Owner Division Araneta

Other Call Data Created By Division Araneta

UCID

## **Contact Information**

(b)(6)

Open Risk Case Open Risk Case Flag 0 Count Consumer Hold **High Profile** Contact Owner (b)(6 (b)(6) VIP Consumer Ms. (b)(6) (b)(6) Phone (b)(6)Name **Account Name** Mobile Generic Consumer Account 2310 **Account Number** Home Phone Page 1483 of 2182

(b)(6)

Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) (b)(6) 4/24/2019 11:22 AM
MobilePhone Raw		Last Modified By	(b)(6) 5/3/2019 2:21 PM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			

Google Search Google Maps

Send Gmail

Yahoo! Weather

Activity Report by Contact

# Case Products CP-0008304767

Record Status 🔀

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Date of Purchase

Under Warranty No Warranty

# **Related Cases**

# 21641331

Subject multicooker- lid blew up

Priority Medium

Date/Time Opened 5/3/2019 2:13 PM

Status Closed

Owner (b)(6)

Description

# **Activity History**

Email: Response from CrockPot

Name (b)(6) (b)(6)

Task ✓

Due Date 4/24/2019

Assigned To (b)(6) (b)(6)

Last Modified Date/Time 4/24/2019 11:49 AM

Additional To: (b)(6)

CC: BCC:

Attachment:

Subject: Response from CrockPot

Body:

Hi (b)(6)

Comments

Please attach the photos here. Thank you!

Sincerely,

(b)(6) (b)(6)

The Crock-Pot® Brand

www.crock-pot.com

ref:\_00Di0Ymyy.\_5000H1Gq2Xb:ref

# Case History

4/26/2019 1	12:01 PM
User	Integration
Connection	
Action	Changed Resolution from Order Placed to 72h - Auto-Close. Changed Reason from Complaint to Information. Changed Status from Waiting on Consumer to Closed.
4/24/2019 1	11:53 AM
User	(b)(6) (b)(6)
Connection	
Action	Changed Status from Open to Waiting on Consumer.
4/24/2019 1	11:26 AM
User	(b)(6) (b)(6)
Connection	
Action	Changed Resolution to Order Placed. Changed Reason to Complaint. Changed Brand to CrockPot. Changed Subject to multicooker-blow up.
4/24/2019 1	11:24 AM
User	(b)(6) (b)(6)
Connection	
Action	Changed Account Name to Generic Consumer Account 2310. Created.
Caralla	
Emails	from CrockPot
Has Attachm	Date 4/24/2019 11:49 AM
	tell tell
Email Addr	ess (D)(6)
10.000.00	ject Response from CrockPot
Sub	[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.lmageServer?
	id=0150H00000Eb3zv&oid=00Di0000000Ymyy]
	Hi (b)(6)
	Please attach the photos here. Thank you!
Text B	ody Sincerely,
	(b)(6) (b)(6)
	The Crock-Pot® Brand
	www.crock-pot.com <a href="http://www.crock-pot.com">http://www.crock-pot.com</a>
	ref:_00Di0Ymyy5000H1Gq2Xb:ref
Chatter Text Posts	
(b)(6) (b)(6)	P: consumer have a Crock-Pot® 6-Quart Express Crock Multi-Cooker that was blow up -consumer have a CCTV at happended A: advise to send them a ppsl and return back the unit to us - and we gonna upgrade their unit with the 8 gt

multi cooker since she dont want to have the same model D: waiting on consumer's response April 24, 2019 at 11:33 AM

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Case: 20341329

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 All



Keyword Data	
Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto

Response

Description her date code is K243 so i told her to pick out a regular unit under warranty because thats what she requested. i told her she cant get anything with a thermoshield or a heat saver stoneware also not the multi cookers. SCVT650-PS-A-NP this is the unit she requested Other Contact Us Data **External Order** Number A&C Data **Case Escalation** Source

Claim Source

Iron Mountain Box Number

**External Refund** Number

**Account Name** Consumer Hold

(b)(6)

Generic Consumer Account 2253

**New Email Counter** 

**Declined Marketing** 

Data

**New Email From** Customer

> Case Email crockpotconsumercare@newellco.com

Email-to-Fax

Contact Phone

Contact Email

**Preferred Method** 

**Contact Data** 

#### **Notes**

**SAP Notes** 

SAP Notes Internal

2019-01-16 16:04:36]

her date code is K243 so i told her to pick out a regular unit under warranty because thats what she requested. i told her she cant get anything with a thermoshield or a heat saver stoneware also not the multi cookers.

Change Sales Area **Update Sales Area** Sales Organization US04-Appliance & Cookware

Distribution Channel 04-Consumer Division 2C-Home Appliances

**Update Sales Area** 

# Case Images

No Images found!

RISK MANAGEME	NT		
Status of Claim		Was there more than 1 Person Injured?	
Date Claim Settled		More than 1 Property Item Damaged?	
Claim Detail			
Possible Risk		Is Product available for Inspection?	
Pursuing Claim?		Not available for Inspection-Why?	
Handled By			
Injury / Property			
Incident Date		Incident Location	
Store of Purchase			
Hospital/Doctor Visit		Hospital/Doctor Report	
<b>Keyword Type</b>			
Keyword Root		Keyword Body Part	
Receive Product I	nformation		
Product Received Date		Number of products being returned	
		Number of products received	
Description			
Description Summary			
Claim Refund/Rep	lacement Information		
Send Carton?		Carton Order #	
Send Replacement?		Replacement Order #	
Ordered Refund?		Refund Amount	
Inspection			
Hold for inspection			
		(2)	Page 1490 of 2

Account Name	Generic Consumer Account 2253	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
<b>Duplicate Contact</b>		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	<b>Preferred Method</b>	
Language	English	Open Moneybacks	
<b>Company Name</b>		Contact Lock	
Job Title			
Address Informa	tion		
Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	
Additional Inform	nation		
Birthdate		<b>Brand Preferences</b>	
Gender		Mass_Communication Opt Out	
Marital Status		Last Stay-in-Touch Request Date	
# of Persons in Household		Last Stay-in-Touch Save Date	
Description			
Merge Details			
Survey section			
Survey Unsubscribe		Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	
System Informat	ion		
Phone Raw	(b)(6)	Created By	(b)(6) 1/16/2019 9:38 AM
MobilePhone Raw		Last Modified By	(b)(6) 1/22/2019 5:07 PM
HomePhone Raw		Contact Record Type	Consumer
OtherPhone Raw		Ext-Data Stage Source System	
		Ext-Data Stage ID	
Custom Links			

Google Search Google Maps Send Gmail

Yahoo! Weather

Activity Report by Contact

Activity His	story		
	Name	(b)(6)	(b)(6
	Task	1	
	Due Date		
	Assigned To	b)(6)	
Last Modified	d Date/Time	1/18/2	019 2:13 PM
		via en	nail SCCPPC600-V1 bobber valve exploed
	Comments		
		**decl	ined**
Case Histo	CONTRACTOR OF THE PROPERTY OF		
1/18/2019 2	SOUNDS OF THE PARTY OF THE PART		1
User	(b)(6)		
Connection	200 2002		
	Changed Re Claim.	eason	from Information to Claims. Changed Case Record Type from Replacement/Refund to RM
1/18/2019 1	UNION (1985) 2002		
User	(b)(6)		
Connection			
Action	Changed Ca	ase Re	cord Type from Consumer Inquiry to Replacement/Refund.
1/16/2019 1	haras directal apeals	-	
User	(b)(6)	_	
Connection		NE 1504001	
Action	Changed De	escript	ion.
1/16/2019 1	1:04 AM		
User	(b)(6)	1	
Connection			
			on to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed ged Subject to her crokpot exploded, so im sending a ppsl for it
1/16/2019 1	1:00 AM		
User	(b)(6)	]	
Connection			
Action	Changed A	ccount	Name to Generic Consumer Account 2253. Created.
Chatter Text Posts			
	Tayanan kanan kana		
(b)(6) she cant get a January 16, 2	anything with	a ther	243 so i told her to pick out a regular unit under warranty because thats what she requested. i told her moshield or a heat saver stoneware also not the multi cookers.
<u> </u>	.010 01 11.04	7 1171	

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Case: 20418751

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<b>Custom Links</b>				Not Risk				
Case Number	20418751 [Vie	w Hierar	chy]		Case O	wner	Consumer Ca	are Queue
Parent Case	20339610				Case Record	Туре	RM Risk	
Case Origin	Phone							
Subject	ER- EXPRESS	S CROCK	K-POT NO	CLAIM	В	rand	CrockPot	
Priority	Medium				Sub-B	rand		
Case Language	English				Rea	ason	Risk	
Region	US	9 <del>70</del> .			St	atus	Pending Ship	oment
Knowledge Article Needed					Resolu	ıtion	Order Placed	
Knowledge Notes					Lice	nsee		
Assigned Skill					Has Re	call?	NO	
Region Flag					Case G	roup	Legal	
Account Number					R	ef Id	[ ref:_00Di0Y	myy5000H1Dy9Nf:ref
					Sol	ld To	NEWELL RU CONSUMER	BBERMAID WEB
Open Related	Cases	Mer	ge Cases					
	mber Su	bject	Brand	Contact	Name	Date	Opened	Owner Name

Keyword	Data

Keyword Legal 1

Keyword Legal 2

Keyword Legal 3

Keyword Legal 3

Keyword Legal 3

Keyword Legal 3

Keyword Recall 3

Keyword Recall 3

Keyword Recall 7

Emplate

Keyword Auto Response

Description

Consumer called in stated during

cooking the release valve exploded, hit the ceiling and the cover exploded as well. She lost the food. Consumer was unable to provide the model number and the date code for the warranty. She will call us back. She also would prefer to have a regular slow cooker.

Other Contact Us Data

External Refund **External Order** Number Number

**A&C Data** 

Case Escalation Claim Source Source

> Iron Mountain Box Number

**Contact Data** 

Account Name Generic Consumer Account 2253 **New Email From** Customer

**New Email Counter Contact Name** (b)(6) (b)(

Consumer Hold Case Email crockpotconsumercare@newellco.com

**Contact Phone** (b)(6)**Declined Marketing** Data

**Contact Email** 

Email-to-Fax

Preferred Method

#### **Notes**

**SAP Notes** 

**SAP Notes Internal** 

(b)(6): 2019-02-13 21:13:00]

CALLBACK TO THE CONSUMER. LEAVE VOICE MAIL REGARDING WITH THE REPLACEMENT MADE FOR THE CONSUMER 1029128706

: 2019-02-12 17:21:38]

CONSUMER CALLED IN TODAY REGARDING THE REPLACEMENT THAT LANDON TOLD HIM. SAID SHE WILL GOING TO SEND THE DEFECTIVE CROCKPOT THAT SHE HAVE SINCE SHE WAS ABLE TO GET THE SHIPPING LABEL. WILL GOING TO MONITOR THE TRACKING AND PROCESS THE REPLACEMENT FOR THE CONSUMER.

[Barbara Whittman: 2019-01-22 22:16:07]

(b)(6)**TEMAILED PPSL** 

: 2019-01-22 22:10:41]

CONSUMER STATED THAT SHE WAS INSTRUCTED TO CALL THIS NUMBER IN REGARDS TO HAVING AN EXPRESS CROCK REPLACED. SHE HAD ONE THAT SHE WAS USING AND VALVE BLEW OFF TOP AND THE LID CAME OFF SENDING FOOD EVERYWHERE. NO P/I OR P/D WOULD LIKE ANOTHER

PRODUCT WILL CALL AND ADVISE.

Change Sales Area	Update Sales Area	
Sales Organization	US04-Appliance & Cookware ▼	
Distribution Channel	04-Consumer ▼	
Division	2C-Home Appliances ▼	
	Update Sales Area	
		Page 1495 o

Case Images			
	Open All		
SignatureImage_	1ZX86W659021088253.GIF	UPS UPS UPS UPS UPS UPS UPS UPS UPS UPS	UPS UPS UPS UPS UPS UPS UPS UPS UPS UPS
RISK MANAGEME	NT		
Status of Claim		Was there more than 1 Person Injured?	
Date Claim Settled		More than 1 Property Item Damaged?	
Claim Detail			
Possible Risk		Is Product available for Inspection?	
Pursuing Claim?		Not available for Inspection-Why?	
Handled By			
Injury / Property			
Incident Date		Incident Location	
Store of Purchase			
Hospital/Doctor Visit		Hospital/Doctor Report	
<b>Keyword Type</b>			
Keyword Root		Keyword Body Part	
Receive Product II	nformation		
Product Received Date		Number of products being returned	
		Number of products received	
Description			
escription Summary			
Claim Refund/Rep	lacement Information		
Send Carton?		Carton Order #	
Send Replacement?		Replacement Order #	
Ordered Refund?		Refund Amount	