

Withheld pursuant to exemption

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

of the Freedom of Information Act

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

of the Freedom of Information Act

(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,

(b)(6)

(b)(6) Esq.

(b)(6)

cc: (b)(6)

126763

(9)(b)

B1-3rd

BLDG-13

13

3 rd. floor

LEGAL CORP

LEGAL CORP

1 of 1

Priority: Premium Letter

(9)(b)

US Postal Service

09/04/19

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

(9)(b)



CROCK-POT

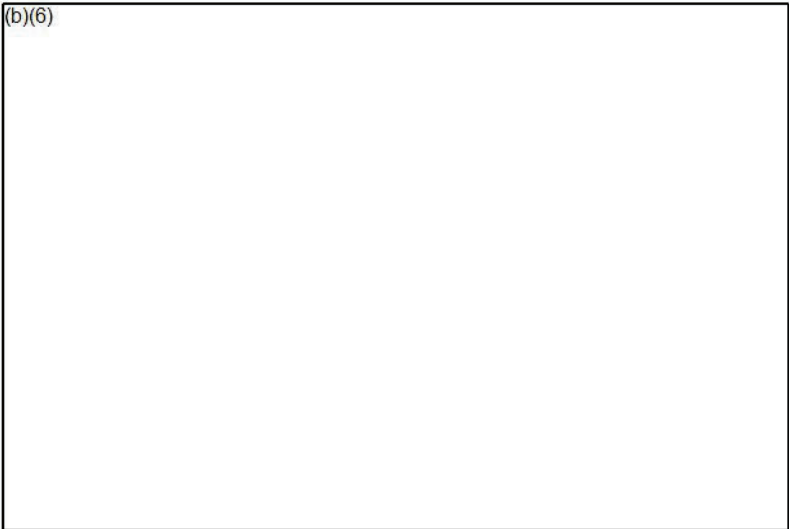
8:88

- WARM
- OFF
- LOW
- HIGH
- POULTRY
- BEANS/RICE
- SOUP
- WET
- DRY
- MEAT
- VEGETABLES
- WARM
- OFF
- LOW
- HIGH
- POULTRY
- BEANS/RICE
- SOUP
- WET
- DRY
- MEAT
- VEGETABLES





(b)(6)



March 6, 2020

**Sent Via U.S. Certified Mail**

Sunbeam Products  
2381 Executive Center Dr.  
Boca Raton, FL 33431

RECEIVED

MAR 10 2020

**Re: October 9, 2019 Incident**

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, please notify us by contacting our office immediately.

Sincerely,

(b)(6)

(b)(6) Esq.

cc: (b)(6) Esq. (via e-mail)

(b)(6)



**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, IL 60606-5312

(b)(6)

---

**From:** (b)(6)  
**Sent:** Wednesday, May 1, 2019 3:21 PM  
**To:** Williamson, Staci A.  
**Cc:** Enderle, Sarah T.  
**Subject:** RE: (b)(6) v. Sunbeam Products, Inc.  
**Attachments:** Crock pot receipt.pdf; CrockBurns1.JPG; CrockCracked.JPG

Staci,

I will get photos for you of everything you requested. You may not have received the attachments to my prior email, such as the receipt of purchase, so I will attach them again. Thank you for your prompt response, and I look forward to working with you.

(b)(6)

---

**From:** Williamson, Staci A. (b)(6)  
**Sent:** Wednesday, May 01, 2019 4:10 PM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** (b)(6) v. Sunbeam Products, Inc.

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:

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. I attach an exemplar photo for you reference.

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 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.

Thanks and best regards,  
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](http://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)

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**From:** Williamson, Staci A.  
**Sent:** Tuesday, May 7, 2019 2:41 PM  
**To:** (b)(6)  
**Cc:** (b)(6) Enderle, Sarah T.  
**Subject:** RE: (b)(6) v Sunbeam Products, Inc. (Part 2) - additional photographs

Thank you, (b)(6) My paralegal will contact you to obtain the SSN.

**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)  
**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  
**To:** [swilliamson@goldbergsegalla.com](mailto:swilliamson@goldbergsegalla.com)  
**Cc:** (b)(6)  
**Subject:** (b)(6) v Sunbeam Products, Inc. (Part 1)

Good afternoon Mr. Williamson!

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

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.<sup>SM</sup>

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

0140 00C59 58582 09/03/18 07:09 PM  
SELF CHECK OUT

048894066917 SC COMBO <A>	
CROCK-POT COMBO COOKER	
3069.00	207.00
Not Responsive	61.95

SUBTOTAL	268.95
SALES TAX	18.83
TOTAL	\$287.78

XXXXXXXXXXXX(b)(6)	HOME DEPOT	287.78
AUTH CODE (b)(6)		TA

(b)(6)

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](http://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.





**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-10000 5





Small, illegible label on the tool bit.

100-100  
100-100



10A 250V  
G7-001



# **! 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



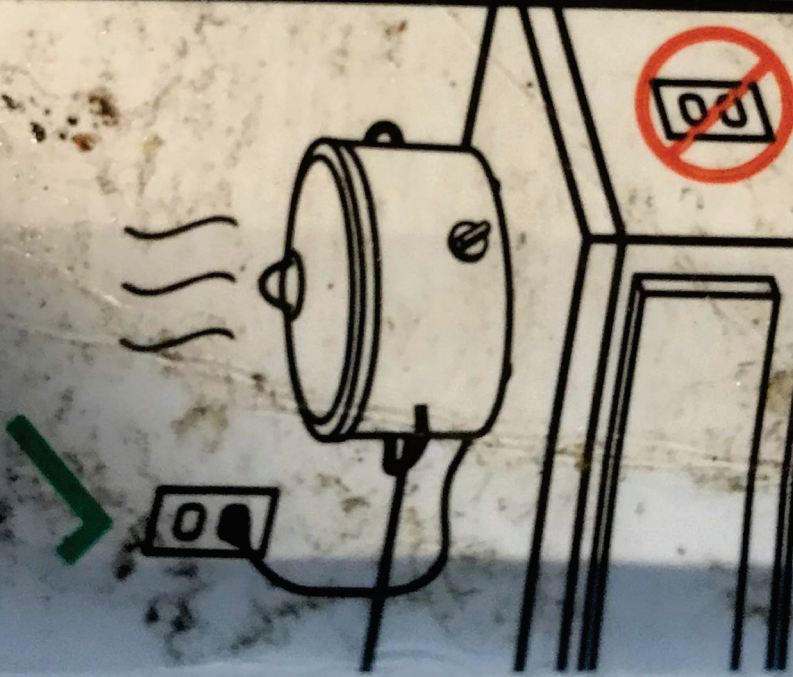
# **WARNING**

Spilled food can cause serious burns.

Keep appliance & cord away from children.

**NEVER:**

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



PN:188065



# CROCK·POT

MEAT / STEW

POULTRY

BEANS / CHILI

DESSERT

RICE / RISOTTO

SOUP

—

+

YOGURT

HIGH

PRESSURE ADJUST

LOW

MULTIGRAIN

SLOW COOK

HIGH

TEMP ADJUST

LOW

BROWN / SAUTÉ

STEAM

START / STOP

DELAY TIMER

KEEP WARM





MEAT / STEW

CROCK·POT

POULTRY

BEANS / CHILI

DESSERT

RICE / RISOTTO

SOUP

YOGURT

- +

MULTIGRAIN

SLOW COOK

HIGH PRESSURE ADJUST LOW  
HIGH LOW

BROWN / SAUTE

STEAM

TEMP ADJUST

START STOP

DELAY TIMER

KEEP WARM











**CAUTION:** For safe the pressure release valve clockwise to release the pressure. Lid cannot be opened until pressure is released. Keep face and hands clear of valve when releasing steam. Lid is hot while cooking. Use proper precaution. Do not use pressure cooker lid or pressure frying with oil. Do not use pressure cooker lid until cool before releasing pressure. Do not over fill. Do not use pressure cooker lid with high liquid content. Let cool before releasing pressure. Do not over fill. Do not use pressure cooker lid in Browning mode.
















20  
8888 30

 **CROCK-POT**  
Pressure Cooker  
LISTED  
Sunbeam Products, Inc.  
E189458  
Boca Raton, FL 33431  
Model: SCCPPG600-V1  
120V - 60Hz 1000W  
FOR HOUSEHOLD USE ONLY  
DO NOT IMMERSE IN ANY LIQUIDS  
MADE IN CHINA  
PN 193289

**CROCK·POT**

Pressure Cooker

Sunbeam Products, Inc.

Boca Raton, FL 33431

Model: SCCPPC600-V1

120V~ 60Hz 1000W

**FOR HOUSEHOLD USE ONLY**

**DO NOT IMMERSE IN ANY LIQUIDS**

MADE IN CHINA



**LISTED**  
E189458  
6G51

PN 193289

**CAUTION**

TO REDUCE THE RISK  
OF ELECTRICAL SHOCK,  
COOK ONLY IN

REMOVABLE CONTAINER.

**CAUTION - HOT SURFACE**



QC Pass  
02

# CROCK·POT

Pressure Cooker

Sunbeam Products, Inc.

Boca Raton, FL 33431

Model: SCCPPC600-V1

120V ~ 60Hz 1000W

**FOR HOUSEHOLD USE ONLY**

**DO NOT IMMERSE IN ANY LIQUIDS**

MADE IN CHINA



LISTED  
E189458  
6G51

PN 193289





**CROCK-POT**

MEAT / STEW

POULTRY

BEANS / CHILI

DESSERT

















(b)(6)

RECEIVED

January 9, 2020

JAN 15

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,

(b)(6)

(b)(6) Esq.

(b)(6)

(b)(6)

cc: (b)(6)

---

**From:** Williamson, Staci A.  
**Sent:** Friday, January 17, 2020 1:50 PM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** (b)(6) v. SPI  
**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 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 best regards,  
Staci

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

**DIRECT** 312.572.8412 | **EXT** 8412 | **MOBILE** (b)(6)  
222 West Adams Street, Suite 2250 | Chicago, IL 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, IL 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,

(b)(6)

On Feb 11, 2020, at 10:05 AM, Williamson, Staci A. (b)(6) wrote:

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)

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

222 West Adams Street, Suite 2250 | Chicago, IL 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](http://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

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

Primary Contact: (b)(6)  
Jarden Corporation  
3600 North Hyrdraulic 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:** Personal Injury

**Case/Reference No:** Not Shown

**Jurisdiction Served:** Florida

**Date Served on CSC:** 04/01/2020

**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;
- (2) 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)

March 30, 2020

To: Corporation Service Co.

as Registered Agent for Sunbeam Products, Inc.

Re: Our Client: (b)(6)

Letter of Protection

Page -2-

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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)

(b)(6)

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

3230142699 0025

**From:** Williamson, Staci A.  
**Sent:** Thursday, April 2, 2020 10:33 AM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** (b)(6) v. Sunbeam Products, Inc.

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:

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?

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, IL 60606-5312

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

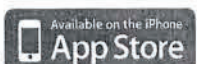
Our investigation to date reveals that our client was injured as the result of a negligent condition on your premises.

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.**



Download our (b)(6) App for free on Android phones and iPhone



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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,

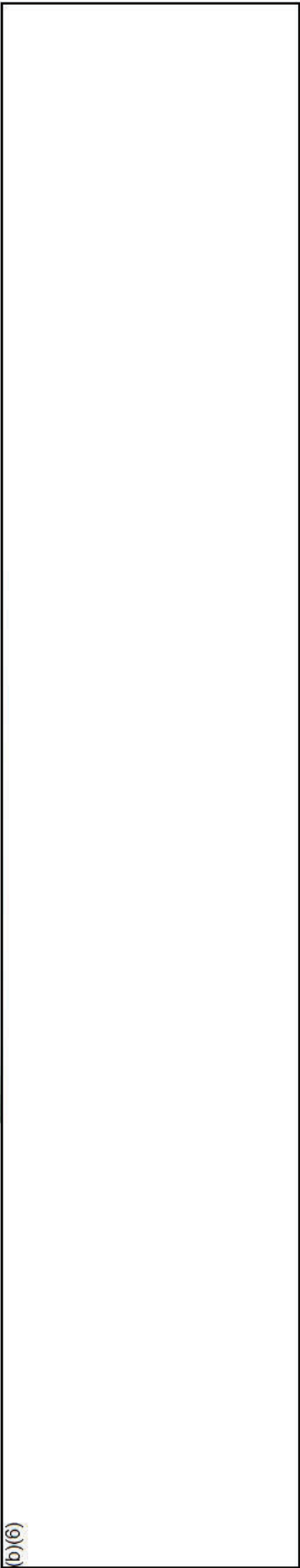
(b)(6)

A rectangular box with a black border, used to redact the signature of the sender. The text "(b)(6)" is written in the top-left corner of the box.

**CERTIFIED MAIL®**

rec. 9/13/18

(b)(6)



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

(b)(6)

RECEIVED

APR 22 REC'D

April 15, 2020

VIA CERTIFIED MAIL: (b)(6)



American Household, Inc.  
Attn: Legal Claims Department  
2381 EXECUTIVE CENTER DRIVE  
BOCA RATON, FL 33431

RE: Disclosure of Certain Information Required

Dear Sir or Madam:

This firm has been retained to represent (b)(6) in a claim for damages against your company for strict liability and breach of implied warranty, resulting from a January 2020 incident involving an Oster pressure cooker. This letter shall serve as your notice of same.

If you carry liability insurance, including excess, umbrella, completed products, or otherwise, your insurance company should be contacted concerning this claim. See § 627.4137, Fla. Stat. (2018).

**Pursuant § 627.4137, you must also provide, under oath, your insurance information within thirty (30) days.** Florida law explicitly requires you provide:

- (a) The name of the insurer.
- (b) The name of each insured.
- (c) The limits of the liability coverage.
- (d) A statement of any policy or coverage defense which such insurer reasonably believes is available to such insurer at the time of filing such statement.
- (e) A copy of the policy.

**I can be reached directly at (b)(6) and (b)(6)**

Sincerely,

(b)(6)



**From:** Williamson, Staci A.  
**Sent:** Friday, April 24, 2020 12:59 PM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** Re: (b)(6) v. SPI

Great. Thanks so much

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

**DIRECT** 312.572.8412 | **EXT** 8412 | **MOBILE** (b)(6)  
222 West Adams Street, Suite 2250 | Chicago, IL 60606-5312

On Apr 24, 2020, at 11:56 AM, (b)(6) wrote:

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

Staci—

Thanks for reaching out. I've worked with (b)(6) with your firm on a few claims.

The pressure cooker is being preserved at our evidence storage facility in Orlando, Florida. My evidence specialist will take some photos of the pressure cooker and I'll revert with the rest of the requested information shortly.

Best,

(b)(6)

---

**From:** Williamson, Staci A. (b)(6)  
**Sent:** Friday, April 24, 2020 12:35 PM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** \*EXT\* (b)(6) v. SPI

**CAUTION: Use caution when clicking on links or opening attachments in this external email.**

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, IL 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](http://www.goldbergsegalla.com)



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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.

(b)(6)

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.

**CONFIDENTIAL**

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.

(b)(6)

(b)(6)

cc: (b)(6)





CONFIDENTIAL







CROCK·POT

MEAT / STEW

POULTRY

BEANS / CHILI

DESSERT

RICE / RISOTTO

SOUP

YOGURT

MULTIGRAIN

SLOW COOK

BROWN / SAUTÉ

STEAM

-

+

HIGH

LOW

PRESSURE ADJUST

HIGH

LOW

TEMP ADJUST

START / STOP

DELAY TIMER

KEEP WARM





(b)(6)

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

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,

(b)(6)

(b)(6) Esq.

(b)(6)

(b)(6)

cc: (b)(6)

**From:** Williamson, Staci A.  
**Sent:** Wednesday, April 1, 2020 9:09 AM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** (b)(6) v. SPI  
**Attachments:** Clm Ltr - (b)(6) (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

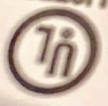
**Staci A. Williamson, Esq. | Partner**

**DIRECT** 312.572.8412 | **EXT** 8412 | **MOBILE** (b)(6)

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

**CROCK·POT**  
Pressure Cooker  
Sunbeam Products, Inc.  
Boca Raton, FL 33431  
Model: SCCPPC600-V1  
120V~60Hz 1000W  
FOR HOUSEHOLD USE ONLY  
DO NOT IMMERSE IN ANY LIQUIDS  
MADE IN CHINA  
PN 193289

LISTED  
E189458  
6G51



QC pass  
03





January 22, 2020

VIA: Certified Mail/Return Receipt Requested

#(b)(6)

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

RECEIVED

JAN 20 2020

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) 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 pressure cooker which was sold to our client.

Our client is currently under the care of her physicians and therefore the exact extent of her 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.**



Download our (b)(6)

App for free on Android phones and iPhone



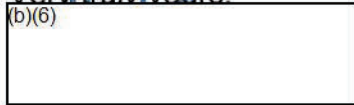
Note to Insurance Company: In accordance with Florida Statute §627.4137, please send this office an affidavit of coverage along with a copy of the policy, within thirty (30) days of receipt of this letter. **We also demand a copy of all excess and umbrella policies sent to us in accordance with said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

(b)(6)



---

**From:** Williamson, Staci A.  
**Sent:** Tuesday, January 28, 2020 11:02 AM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** (b)(6) v. SPI  
**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, IL 60606-5312

(b)(6)

February 27, 2020

VIA: Certified Mail/Return Receipt Requested  
#(b)(6)

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

**RECEIVED**  
FEB 27 2020

RE: Our Client: (b)(6)  
Date of Incident: February 15, 2020  
Location of Accident: Client's home  
Product: Crock-Pot - Express Crock 6-Quart Pressure Cooker  
Model: SCCPPC600-V1

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.

**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 truly yours,

(b)(6)

[Redacted signature box]

---

**From:** Williamson, Staci A.  
**Sent:** Friday, April 17, 2020 11:11 AM  
**To:** (b)(6)  
**Cc:** (b)(6) Enderle, Sarah T.; (b)(6)  
**Subject:** 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 consideration and professional courtesy.

Best,

Staci

---

**From:** Williamson, Staci A.  
**Sent:** Tuesday, March 10, 2020 3:51 PM  
**To:** (b)(6)  
**Cc:** (b)(6) Enderle, Sarah T. ; (b)(6)  
**Subject:** Re: (b)(6) v. Sunbeam Products, Inc.

Thanks (b)(6) Much appreciated. We have tendered the matter and requested they refer to their insurance carrier. I will keep you advised.

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

On Mar 10, 2020, at 3:49 PM, (b)(6) wrote:

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

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

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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](mailto: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)  
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, IL 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](mailto:swilliamson@goldbergsegalla.com) | [Biography](#)

[www.goldbergsegalla.com](http://www.goldbergsegalla.com)



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



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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. (b)(6)

(b)(6)

Plaintiff,

v.

SUNBEAM PRODUCTS, INC.  
and NEWELL BRANDS, INC.,

Defendants.

**COMPLAINT**

Plaintiff, (b)(6) by and through undersigned counsel,  
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) (b)(6) was a citizen and resident of (b)(6).
3. That at all times material hereto, Defendant SUNBEAM PRODUCTS, INC. ("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 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

(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.

(b)(6)

**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 exercise 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

(b)(6)

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

(b)(6)

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

(b)(6)



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

(b)(6)

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

(b)(6)

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

(b)(6)

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 set forth herein.

(b)(6)

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

(b)(6)

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

(b)(6)

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

(b)(6)



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,

(b)(6)

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 Plaintiff

(b)(6)

Telephone: (b)(6)

Facsimile: (b)(6)

By: /s/ (b)(6) Esq.

(b)(6) ESQUIRE

Florida Bar No. (b)(6)

(b)(6) ESQUIRE

Florida Bar No. (b)(6)

(b)(6)

(b)(6)

March 11, 2020

**VIA CERTIFIED MAIL**

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

RECEIVED

RECEIVED

RECEIVED

Re: Our Client: (b)(6)  
Date of Injury: February 14, 2020  
Our File Number: 367430

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,

(b)(6)

(b)(6) Esq.

(b)(6)

cc: (b)(6)

**From:** Williamson, Staci A.  
**Sent:** Wednesday, March 18, 2020 3:40 PM  
**To:** (b)(6)  
**Cc:** Enderle, Sarah T.  
**Subject:** RE: (b)(6) v. SPI

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, IL 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: [REDACTED]  
SSN: [REDACTED]  
Address: [REDACTED]

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)

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(b)(6) | ATTORNEY & CONSUMER PRODUCTS CO-CHAIR

(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 ANY ATTACHMENT(S) IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS E-MAIL IN ERROR, PLEASE NOTIFY THE SENDER AT (b)(6) 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. <[swilliamson@goldbergsegalla.com](mailto:swilliamson@goldbergsegalla.com)> wrote:

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 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, IL 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](http://www.goldbergsegalla.com)



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New Jersey | New York | North Carolina | Pennsylvania | United Kingdom



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**CROCK-POT**

Pressure Cooker  
Sunbeam Products, Inc.  
Boca Raton, FL 33431

Model: SCPPC600-V1  
120V~ 60Hz 1000W

**FOR HOUSEHOLD USE ONLY**  
**DO NOT IMMERSE IN ANY LIQUIDS**

MADE IN CHINA PW 193289



LISTED  
E189456  
6051

Page 1127

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information Act

Page 1128

Withheld pursuant to exemption

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of the Freedom of Information Act

**Helmsman Management Services, Inc. - Claim Service Provider For:**  
NEW HAMPSHIRE INSURANCE COMPANY  
PO Box 9102  
Weston, MA 02493



Telephone: (781) 216-9875  
Fax: (603) 334-9073

March 7, 2019

Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions  
ATTN: Risk Management  
2381 Executive Center Drive  
Boca Raton FL 33431

RE: Employee: (b)(6)  
Employer: (b)(6)  
Claim Number: (b)(6) State Claim #: (b)(6)  
Date of Injury: 02/05/2019

Dear Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions, ATTN: Risk Management :

Helmsman Management Services, Inc. is the Workers' Compensation Carrier for (b)(6) (b)(6). On 02/05/2019 (b)(6) sustained a work related injury. Helmsman Management Services, Inc. is paying Workers' Compensation Benefits.

Our investigation reveals this injury may have been caused by your negligence. Therefore, Helmsman Management Services, Inc. is placing you on notice of a potential claim to recover the money we have paid (b)(6) in Workers' Compensation Benefits.

Please notify your insurance carrier of this potential claim. If you do not have insurance, please contact me to discuss this claim.

You can reach me at extension

Sincerely,

(b)(6)

**RECOVERY SPECIALIST III**

(b)(6)

Correspondence Copy #: 700176160

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

RECEIVED

MAR 20

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

RECEIVED  
APR 09 2019

\*400000010002000001001211211\*









[REDACTED]

---

**From:** (b)(6)@LibertyMutual.com>  
**Sent:** Monday, June 24, 2019 7:58 AM  
**To:** Williamson, Staci A.  
**Cc:** [REDACTED]  
**Subject:** RE:(b)(6) - Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]

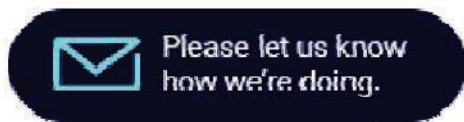
Good morning Staci,

Thanks for the email and update! I'll note the file on my end accordingly.

Thanks again!

(b)(6) | **RECOVERY SPECIALIST III**  
Liberty Mutual Insurance and Helmsman Management Services  
Commercial Loss Recovery Unit  
Weston, MA 02493

(b)(6)



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:** Thursday, June 20, 2019 12:40 PM  
**To:** (b)(6)  
**Cc:** [REDACTED]  
**Subject:** {EXTERNAL} RE:(b)(6) - Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]

Hi (b)(6) – I just wanted to let you know that I received your voicemail. I am still trying to connect with Ms. (b)(6) personal injury attorney.

---

**From:** Williamson, Staci A.  
**Sent:** Tuesday, June 11, 2019 7:34 AM  
**To:** (b)(6)@LibertyMutual.com>  
**Cc:** [REDACTED]  
**Subject:** RE:(b)(6) - 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:** [REDACTED]

**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:

(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)



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) @LibertyMutual.com>

**Cc:** Enderle, Sarah T. <senderle@goldbergsegalla.com>

**Subject:** {EXTERNAL} (b)(6) - Photos of Crock Pot [GSLAW-IMANAGE.FID2640402]

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

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](http://www.goldbergsegalla.com)



**GOLDBERG SEGALLA**

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



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## Case: 21218415

Case Number	21218415 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Email	Brand	CrockPot
Subject	Slow cooker - My new crockpot	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1GLcyK:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

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

(b)(6)

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

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

Million thanks!

(b)(6)

Other Contact Us Data

External Order Number

External Refund 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) : 2019-03-29 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.

Change Sales Area

Update Sales Area

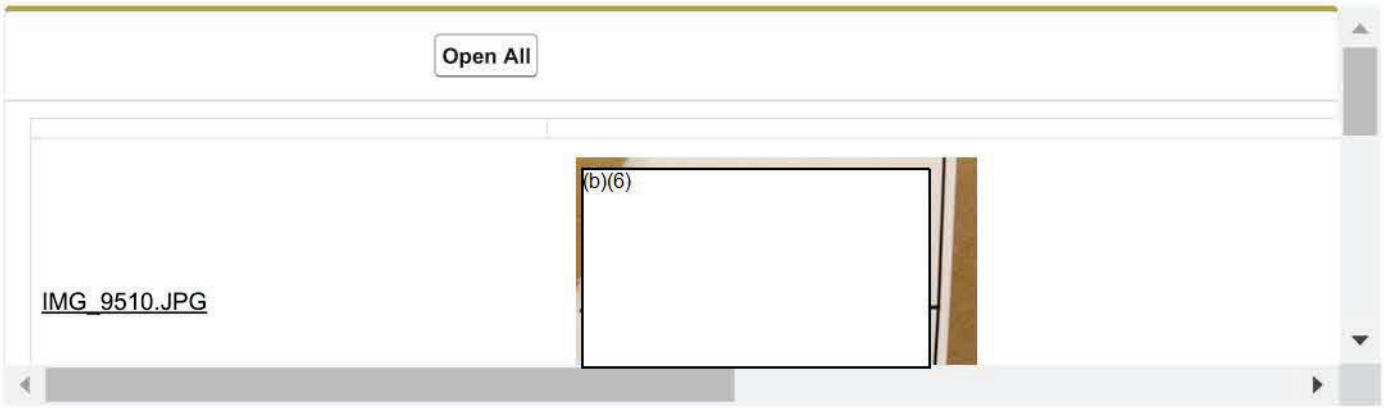
Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

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	3/27/2019 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
SAP Notes Update	3/29/2019 10:15 AM	Special Routing	
First Email Response	3/29/2019 10:13 AM	Legacy Incident Number	
Survey Date		Owner Division	(b)(6)
Other Call Data		Created By Division	
UCID			

### Contact Information

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks

Company Name

Contact Lock

Job Title

**Address Information**

Mailing Address (b)(6)

Other Address United States

House Number Other Address

Country Code ISO Other Address

**Additional Information**

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

Days Since Last Survey 92

Survey Unsubscribe Date

Last Survey Sent Date 4/2/2019

**System Information**

Phone Raw (b)(6)

Created By (b)(6) 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](#)  
[Yahoo! Weather](#)

[Google Maps](#)  
[Activity Report by Contact](#)

[Send Gmail](#)

**Case Products**  
CP-0008166472

(b)(6)

Record Status ✖

Product **SCPPC600V1**

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**

Size **35KB**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**Attachment\_1.txt**

Size **6 bytes**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**Attachment\_3.txt**

Size **25 bytes**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**Attachment\_2.txt**

Size **6 bytes**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**IMG\_9512.JPG**

Size **29KB**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**IMG\_9511.JPG**

Size **38KB**

Ownership **Integration**

View [View file](#)

Last Modified **3/27/2019 10:38 PM**

**Activity History**

**Email: Response from CrockPot**

Name

Task

Due Date **3/29/2019**

Assigned To

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

Comments **Additional To:**

**CC:**

**BCC:**

**Attachment:**

**Subject: Response from CrockPot**

**Body:**

Hi

**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,**

**The Crock-Pot® Brand**



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:\_00Di0Ymyy.\_5000H1GLcyK:ref

**Surveys Taken**

0261578

Survey CrockPot - Closed Case Survey

**Case History**

3/29/2019 10:16 AM

User (b)(6)  
Connection  
Action Changed Status from Open to Closed.

3/29/2019 10:08 AM

User (b)(6)  
Connection  
Action Changed Resolution to Reply. Changed Reason to Information. Changed Description. Changed Subject from My new crockpot to Slow cooker - My new crockpot.

3/29/2019 10:08 AM

User (b)(6)  
Connection  
Action Changed Case Owner from Consumer Care Queue to (b)(6)

3/27/2019 10:38 PM

User Integration  
Connection  
Action Changed Account Name to Generic Consumer Account 2277. Created.

**Emails**

**Response from CrockPot**

Message Date 3/29/2019 10:13 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

(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

www.crock-pot.com <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) 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**

Text Body

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)

**Chatter**

**Text Posts**

---

(b)(6) 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



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

### Case: 21242255

Case Number	21242255 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	20892429	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Email	Brand	CrockPot
Subject	Express pot - replacement product received	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed		Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy_5000H1GM80b:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

<b>Open Related Cases</b>		<a href="#">Merge Cases</a>				
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
		<a href="#">Merge Cases</a>				

### 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

(b)(6)

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:

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> 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.

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> ----- Original Message -----

> From: (b)(6) (b)(6)

> Sent: 3/27/2019 10:38 PM

> To: crockpotconsumercare@newellco.com

> Subject: My new crockpot

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> 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

Other Contact Us Data

External Order Number

External Refund 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

(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 (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.

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware

Distribution Channel 04-Consumer

Division 2C-Home Appliances

Update Sales Area

Case Images

Open All

IMG\_9510.JPG



Address Override Information

Account Name

Shipping Street

Shipping City

Shipping State/Province

Shipping Zip/Postal Code

(b)(6)

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
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	(b)(6)
Other Call Data		Created By Division	
UCID			

**Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

**Additional Information**

Birthdate	Brand Preferences
Gender	Mass_Communication <input type="checkbox"/>

(b)(6)

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 92

Survey Unsubscribe Date

Last Survey Sent Date 4/2/2019

**System Information**

Phone Raw (b)(6)

Created By (b)(6) 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.

(b)(6)

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)

**Attachments**

**IMG\_9510.JPG**

Size **35KB**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Attachment\_1.txt**

Size **6 bytes**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**IMG\_9511.JPG**

Size **38KB**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Attachment\_2.txt**

Size **6 bytes**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Attachment\_5.txt**

Size **25 bytes**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Attachment\_3.txt**

Size **6 bytes**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**IMG\_9513.JPG**

Size **35KB**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Attachment\_4.txt**

Size **6 bytes**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**IMG\_9521.JPG**

Size **42KB**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**IMG\_9512.JPG**

Size **29KB**  
Ownership (b)(6)  
View **View file**  
Last Modified **4/18/2019 9:15 AM**

**Activity History**

**Email: RE: Express pot - replacement product received**

Name (b)(6)  
Task   
Due Date **4/18/2019**  
Assigned To (b)(6)  
Last Modified Date/Time **4/18/2019 9:28 AM**  
Comments **Additional To:** (b)(6)  
**CC:**  
**BCC:**  
**Attachment:**  
**Subject: RE: Express pot - replacement product received**  
**Body:**

(b)(6)



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

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

From: (b)(6) (b)(6)  
Sent: 3/29/2019 6:35 PM  
To: crockpotconsumercare@newellco.com  
Subject: Re: Response from CrockPot

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:

>

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> Hi (b)(6)

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>

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> 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.

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> Sincerely,

>

> (b)(6)

>

> The Crock-Pot® Brand

>

(b)(6)

> <http://www.crock-pot.com>  
 >  
 >  
 > ----- Original Message -----  
 > From: (b)(6) (b)(6)  
 > Sent: 3/27/2019 10:38 PM  
 > To: [crockpotconsumercare@newellco.com](mailto: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\_5000H1GM80b: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](mailto: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>  
 >

(b)(6)

>  
 > ----- 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:\_00Di0Ymyy\_5000H1GLcyK:ref

**Case History**

4/18/2019 9:29 AM

User (b)(6)  
 Connection  
 Action **Changed Status from New to Closed.**

4/18/2019 9:20 AM

User (b)(6)  
 Connection  
 Action **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  
 Action **Changed Case Owner from (b)(6) to (b)(6)**

3/29/2019 6:35 PM

User **Integration**  
 Connection  
 Action **Changed Priority to Medium. Created.**

**Emails**

**RE: Express pot - replacement product received**

Message Date 4/18/2019 9:28 AM  
 Has Attachment   
 Email Address (b)(6)  
 Status **Sent**  
 Subject **RE: Express pot - replacement product received**  
 Text Body [Inline image URL : <https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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.

(b)(6)

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

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

From: (b)(6) (b)(6)  
Sent: 3/29/2019 6:35 PM  
To: crockpotconsumercare@newellco.com  
Subject: Re: Response from CrockPot

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

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Sent from my iPhone

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> ----- 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!!!

(b)(6)

> 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

**Re: Response from CrockPot**

---

Message Date 3/29/2019 6:35 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject 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.

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

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> Sincerely,

> (b)(6)

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> 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

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> 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)

- >
- > (b)(6)
- >
- > ref:\_00Di0Ymyy.\_5000H1GLcyK:ref

**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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## Case: 20892429

Case Number	20892429 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Replacement/Refund
Case Origin	Phone		
Subject	Crockpotsccppc600v1 -Exploded	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Accommodation
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1EcFyF:ref ]
Account Number		Ship To	
		Sold To	

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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

(b)(6)

Number

Number

Contact Data

Account Name Generic Consumer Account 2277

New Email From Customer

Contact Name (b)(6)

New Email Counter 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

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware

Distribution Channel 04-Consumer

Division 2C-Home Appliances

Update Sales Area

(b)(6)



### Case Images

[Open All](#)

SignatureImage (b)(6) GIF (b)(6)

### 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 3/18/2019 2:40 PM

Special Routing

First Email Response 2/25/2019 10:51 AM

Legacy Incident Number

Survey Date

Owner Division (b)(6)


(b)(6)

Other Call Data

Created By Division (b)(6)

UCID

### Contact Information

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6) (b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	92
Survey Unsubscribe		Last Survey Sent	4/2/2019

(b)(6)

Date

Date

### System Information

Phone Raw	(b)(6)	Created By	(b)(6) (b)(6)	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-0008003062

Record Status ✖  
 Product **SCPPC600V1**  
 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:  
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(b)(6)

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> Hi (b)(6)  
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> 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.  
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> Sincerely,  
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> The Crock-Pot® Brand  
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> 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:\_00Di0Ymyy\_5000H1GLcyK:ref

**Attachments**

<b>SignatureImage</b> (b)(6) GIF	<b>SignatureImage</b> (b)(6) GIF
Size <b>10KB</b>	Size <b>10KB</b>
Ownership (b)(6)	Ownership <b>Integration</b>
View <b><a href="#">View file</a></b>	View <b><a href="#">View file</a></b>
Last Modified <b>3/22/2019 8:20 AM</b>	Last Modified <b>3/22/2019 8:20 AM</b>
<b>ReturnLabel-SequenceNumber-1.GIF</b>	<b>8ED629D369264DDE9B14E30C10A77E02.jpg</b>
Size <b>31KB</b>	Size <b>61KB</b>
Ownership (b)(6) (b)(6)	Ownership <b>Integration</b>
View <b><a href="#">View file</a></b>	View <b><a href="#">View file</a></b>
Last Modified <b>3/1/2019 5:49 PM</b>	Last Modified <b>2/25/2019 9:00 PM</b>
<b>FA7F50A8977C477FBDF48B6BC4CDA799.jpg</b>	<b>7333C9AA8E0E476398E869E120102805.jpg</b>
Size <b>87KB</b>	Size <b>43KB</b>
Ownership <b>Integration</b>	Ownership <b>Integration</b>
View <b><a href="#">View file</a></b>	View <b><a href="#">View file</a></b>
Last Modified <b>2/25/2019 8:54 PM</b>	Last Modified <b>2/25/2019 8:52 PM</b>
<b>12574A3AD2AE412781156544A3D55FB6.jpg</b>	<b>014705A0A79947218445035899776E59.jpg</b>
Size <b>49KB</b>	Size <b>48KB</b>

(b)(6)

Ownership **Integration**  
View [View file](#)  
Last Modified **2/25/2019 8:50 PM**

Ownership **Integration**  
View [View file](#)  
Last Modified **2/25/2019 8:50 PM**

**625334C2D85F48A1B8D0E7AE880C4E68.jpg**

**D6A776DA9E6442C1B1D53BBDD2829C6E.jpg**

Size **38KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **2/25/2019 8:47 PM**

Size **53KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **2/25/2019 8:45 PM**

**Activity History**

**Email: Response from CrockPot**

Name

Task

Due Date **3/18/2019**

Assigned To

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

Comments **Additional To:**

**CC:**  
**BCC:**  
**Attachment:**

**Subject: Response from CrockPot**  
**Body:**

Hi

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,

**The Crock-Pot® Brand**

[www.crock-pot.com](http://www.crock-pot.com)

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

From:

Sent: 3/16/2019 2:57 PM

To: [crockpotconsumercare@newellco.com](mailto: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.

>>

>> 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.

>>

(b)(6)

>> 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](mailto: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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>>

(b)(6)

>>  
>>  
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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> wrote:

(b)(6)





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

ref:\_00Di0Ymyy\_5000H1EcFyF:ref

**Email: Response from 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:

**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,

(b)(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

(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

**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!

(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. 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

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

(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

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.

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

(b)(6)

ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

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

---

Name   
Task   
Due Date **2/25/2019**  
Status **Not Started**  
Priority **Normal**  
Assigned To

**Sent from Mail for Windows 10**

**From: Consumer Care - CrockPot**  
**Sent: Monday, February 25, 2019 8:51 AM**  
**To:**   
**Subject: Response from CrockPot**

Dear

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

Comments

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

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

---

Name   
Task   
Due Date **2/25/2019**  
Status **Not Started**  
Priority **Normal**  
Assigned To

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
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
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

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
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 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:

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 3/15/2019

Status Not Started

Priority Normal

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

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.

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

(b)(6)

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  
 >  
 > 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  
 >

(b)(6)

> <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>

>

>

>

>

>

>

>

>

> ref:\_00Di0Ymyy.\_5000H1EcFyF:ref

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

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)

(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:

>>

>>

>>

>>

>>

>>

>> 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)



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:

>>

>>

>>

>>

>>

>>

>> How are you?

>>

>>

>>> I have sent the Prepaid Shipping Label via Email. The sender will be under Newell Brands Consumer

(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,

>>

>> (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](mailto: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](mailto: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](mailto: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!

(b)(6)

(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.

>>>

>>> 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

>>>

>>>

>>>

>>> 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)

(b)(6)



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

Action **Changed Resolution to Reply. Changed Reason to Accommodation. Changed Brand to CrockPot. Changed 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@newelco.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>  
 >

(b)(6)

>  
> ----- 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 -----

>>> 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>

>>>

>>>

>>>

>>>

(b)(6)



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

**Re: Response from CrockPot**

---

Message Date 3/18/2019 3:05 PM

Has Attachment

Email Address (b)(6)

Status **New**

Subject **Re: Response from CrockPot**

Text Body 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:

>  
 >  
 >  
 > 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

(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)  
 >>  
 >> 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)  
 >>>  
 >>>  
 >>> 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

(b)(6)

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>

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>>

(b)(6)

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

**Response from CrockPot**

---

Message Date 3/18/2019 2:39 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.ImageServer?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 <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)

(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.  
>>  
>> 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)

> > ----- 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 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)

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:

>>

>>

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>> 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

>>

>>

>>

>>

>>

>>

>>

>> Sincerely,

(b)(6)





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:

>  
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>

> Hi (b)(6)

>  
>

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

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> 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.

(b)(6)



>  
>

ref:\_00Di0Ymyy\_5000H1EcFyF:ref

**Response from CrockPot**

---

Message Date 3/15/2019 1:58 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.ImageServer?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 <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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(b)(6)

> 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)

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>

>

> 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](mailto: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.

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> Sincerely,

> (b)(6)

> The Crock-Pot® Brand

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

>

>

>

>

>

>

>

(b)(6)

>  
>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:

>

>

>

> 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

>

(b)(6)

>  
 >  
 > 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

**Response from 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.ImageServer?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

(b)(6)

www.crock-pot.com <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>

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 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

(b)(6)



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>

(b)(6)

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
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

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  
<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**

Text Body **Sent from Mail for Windows 10**

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

(b)(6)

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.

(b)(6)

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 8:45 PM

Has Attachment

Email Address (b)(6)

Status **New**

Subject **RE: Response from CrockPot**

Text Body 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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](http://www.crock-pot.com) <<http://www.crock-pot.com>>

ref: \_00Di0Ymyy.\_5000H1EcFyF:ref

**Chatter**

**Text Posts**

---

(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

Case Number	21242274 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	21242255	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Email	Brand	CrockPot
Subject	My replacement crockpot	Sub-Brand	
Priority	Medium	Reason	Merged to Parent
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Merged to Parent
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1GM828:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

<b>Open Related Cases</b>		<a href="#">Merge Cases</a>				
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
		<a href="#">Merge Cases</a>				

### 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 Thank you again (b)(6)

(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 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 2277

New Email From Customer

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

New Email Counter 1

Consumer Hold

Web Name

Contact Phone 8016337735

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) : 2019-04-18 13:15:30] Merged to Parent

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

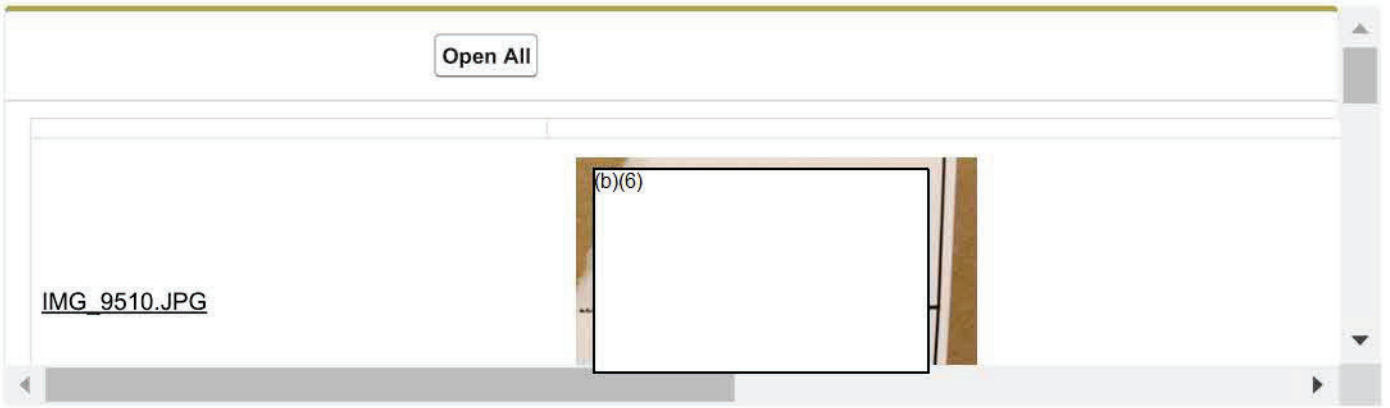
Division --- ▼

Update Sales Area

Case Images

(b)(6)






### 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 6:39 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

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6) (b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

**Additional Information**

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	92
Survey Unsubscribe Date		Last Survey Sent Date	4/2/2019

**System Information**

Phone Raw	(b)(6)	Created By	(b)(6) (b)(6) 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**

<a href="#">Google Search</a>	<a href="#">Google Maps</a>	<a href="#">Send Gmail</a>
<a href="#">Yahoo! Weather</a>	<a href="#">Activity Report by Contact</a>	

**Attachments**

(b)(6)

**IMG\_9510.JPG**

Size **35KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Attachment\_1.txt**

Size **6 bytes**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**IMG\_9511.JPG**

Size **38KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Attachment\_2.txt**

Size **6 bytes**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Attachment\_5.txt**

Size **25 bytes**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Attachment\_3.txt**

Size **6 bytes**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**IMG\_9513.JPG**

Size **35KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Attachment\_4.txt**

Size **6 bytes**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**IMG\_9521.JPG**

Size **42KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**IMG\_9512.JPG**

Size **29KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/29/2019 6:39 PM**

**Case History**

**4/18/2019 9:15 AM**

User   
Connection  
Action **Changed Resolution to Merged to Parent. Changed Reason to Merged to Parent. Changed Status from Open to Closed.**

**4/18/2019 9:15 AM**

User   
Connection  
Action **Changed Case Owner from Consumer Care Queue to**

**3/29/2019 6:39 PM**

User **Integration**  
Connection  
Action **Changed Account Name to Generic Consumer Account 2277. Created.**

**Emails**

**My replacement crockpot**

Message Date **3/29/2019 6:39 PM**  
Has Attachment   
Email Address   
Status **Read**

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) Merged to Parent  
April 18, 2019 at 9:15 AM

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(b)(6)



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- [Expand All](#) | [Collapse All](#)

### Case: 20143707

Case Number	20143707 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	Express crock	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1Cr8e3:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

<b>Open Related Cases</b>							<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name	
							<a href="#">Merge Cases</a>

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

(b)(6)

Other Contact Us Data

External Order Number

External Refund 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

Contact Email

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6) : 2018-12-27 19:26:49] Called and wanted to know how to use; advised of how to use

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

Shipping Street

Shipping City


(b)(6)

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 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  
 Account Number Home Phone  
 Contact Type Consumer Other Phone  
 Duplicate Contact Fax  
 Duplicate Contact Identifier Email (b)(6)  
 Region US Preferred Method  
 Language English Open Moneybacks 4  
 Company Name Contact Lock   
 Job Title

**Address Information**

Mailing Address (b)(6) Other Address (b)(6)  
 House Number Other Address  
 Country Code ISO Other Address

**Additional Information**

(b)(6)

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date	Last Survey Sent Date	

**System Information**

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**

<a href="#">Google Search</a>	<a href="#">Google Maps</a>	<a href="#">Send Gmail</a>
<a href="#">Yahoo! Weather</a>	<a href="#">Activity Report by Contact</a>	

**Case History**

12/27/2018 2:26 PM

User (b)(6)

Connection

Action **Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Express crock.**

12/27/2018 2:26 PM

User (b)(6)

Connection

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

**Chatter**

**Text Posts**

(b)(6) Called and wanted to know how to use; advised of how to use  
 December 27, 2018 at 2:26 PM





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### Case: 20146741

Custom Links

Not Risk

Case Number	20146741 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	RM Risk
Case Origin	Phone		
Subject	ER EXPRESS CROCK NO CLAIM	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Risk
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Refund
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ ref:_00Di0Ymyy._5000H1CrCae:ref ]
		Sold To	

Open Related Cases						
<a href="#">Merge Cases</a>						
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

#### 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

#### Other Contact Us Data

External Order Number	External Refund Number
-----------------------	------------------------

(b)(6)

**A&C Data**

Case Escalation Source

Claim Source

Iron Mountain Box Number

**Contact Data**

Account Name Generic Consumer Account 2243

New Email From Customer

Contact Name (b)(6)

New Email Counter

Consumer Hold

Case Email

Contact Phone (b)(6)

Declined Marketing Data

Contact Email

Email-to-Fax

Preferred Method

**Notes**

SAP Notes

SAP Notes Internal (b)(6) : 2019-01-16 18:50:26]  
CALLED CONSUMER TO ADVISE EXPRESS CROCK RECEIVED BACK ON 01/04/2019 WILL REQUEST A REFUND AT OUR PRICING OF 99.99.

(b)(6) : 2018-12-28 13:10:54]  
ER RETURN LABEL EMAILED (b)(6)

(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.

**Change Sales Area**

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

**Case Images**

(b)(6)



Asked for product?

Email CSR upon receipt

Inspected By

Inspection Matches Claim

Inspection Detail

### 1st Injury Information

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 Damage Information

What was Damaged?

Product Involved

Cost of the Damaged Property

Refund 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

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 Information

Open Risk Case Flag



Open Risk Case Count 0

(b)(6)

Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	4
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	
		Country Code ISO Other Address	

**Additional Information**

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	

**System Information**

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	

(b)(6)

**Custom Links**

[Google Search](#)  
[Yahoo! Weather](#)

[Google Maps](#)  
[Activity Report by Contact](#)

[Send Gmail](#)

**Case Products**

**CP-0007761949**

Record Status ✖

Product **SCPPPC600V1**

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**

Size **10KB**

Ownership

View [View file](#)

Last Modified **1/5/2019 8:28 AM**

**SignatureImage.GIF**

Size **10KB**

Ownership **Integration**

View [View file](#)

Last Modified **1/5/2019 8:28 AM**

**ReturnLabel-SequenceNumber-1.GIF**

Size **31KB**

Ownership

View [View file](#)

Last Modified **12/28/2018 8:09 AM**

**Activity History**

**OTHER**

Name

Task

Due Date

Assigned To

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

**CF- HATTIESBURG  
N/C**

Comments **EMAIL LABEL  
EXPRESS CROCK- MODEL SCPPPC600-V1**

: 2018-12-28 13:10:54]  
**ER RETURN LABEL EMAILED**

**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**

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) (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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### Case: 20197074

Case Number	20197074 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	refund request	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CsFuP:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						
<a href="#">Merge Cases</a>						

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

(b)(6)



refund

Other Contact Us Data

External Order Number

External Refund 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

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

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


(b)(6)

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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	4
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	
		Country Code ISO	

(b)(6)

Other Address

Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date	Last Survey Sent Date	

System Information

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](#)
- [Google Maps](#)
- [Send Gmail](#)
- [Yahoo! Weather](#)
- [Activity Report by Contact](#)

Related Cases

20199718

---

Subject	<b>refund request</b>
Priority	<b>Medium</b>
Date/Time Opened	<b>1/3/2019 11:24 AM</b>
Status	<b>Open</b>
Owner	(b)(6)
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

Case History

1/3/2019 9:23 AM

---

User	(b)(6)
Connection	
Action	<b>Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to refund request.</b>

**1/3/2019 9:18 AM**

---

User (b)(6)

Connection

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

**Chatter**

**Text Posts**

---

(b)(6) called to tell us she just wants her refund per (b)(6) in er her unit blew up.... sent a request for a refund  
January 3, 2019 at 9:23 AM

---

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(b)(6)



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## Case: 20199954

Case Number	20199954 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	20146206	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	Crockpot SCCPPC600 - Needs ER team to contact the consumer in regards to the crock pot multi cooker explode	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CsJcj:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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

(b)(6)

Description

Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name 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 Data

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.

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

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

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)

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 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		
Survey Date		Owner Division	(b)(6)	
Other Call Data		Created By Division		
UCID				

**Contact Information**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks 4

Company Name

Contact Lock

Job Title

Address Information

Mailing Address (b)(6)

Other Address (b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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 Products  
CP-0007693997

(b)(6)



Record Status ✖

Product **SCPPC600V1**

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

Task

Due Date **1/3/2019**

Assigned To

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

Additional To:

CC:

BCC:

Attachment:

Subject: Response from Crock-Pot®

Body:

Dear

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.

Comments **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.

Sincerely,

The Crock-Pot® Brand

ref:\_00Di0Ymyy.\_5000H1CsJcj:ref

### Case History

1/22/2019 8:15 AM

---

User

Connection

Action **Changed Status from Waiting on Consumer to Closed.**

1/3/2019 2:57 PM

---

User

Connection

Action **Changed Status from In Process/Being Worked to Waiting on Consumer.****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 Attachment   
 Email Address (b)(6)  
 Status **Sent**  
 Subject **Response from Crock-Pot®**  
 Text Body [Inline image URL : <https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?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.

Sincerely,

(b)(6)

(b)(6)

**The Crock-Pot® Brand**

ref:\_00Di0Ymyy\_5000H1CsJcj:ref

## Chatter

### Text Posts

---

(b)(6) 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.

January 22, 2019 at 8:15 AM

(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.

January 3, 2019 at 2:57 PM

(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.

January 3, 2019 at 11:37 AM

---

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## Case: 20146206

Case Number	20146206 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	Unit Exploded	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CrBtf:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

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

(b)(6)

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

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 22:10:37]

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

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)

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 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**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks 4

Company Name

Contact Lock

Job Title

Address Information

Mailing Address (b)(6)

Other Address (b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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](#)

Related Cases  
20199954

(b)(6)

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

Description

**20146481**

Subject **ESCALATION**

Priority **Medium**

Date/Time Opened **12/27/2018 5:20 PM**

Status **In Process/Being Worked**

Owner

**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

Connection

Action **Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Unit Exploded.**

**12/27/2018 4:59 PM**

User

Connection

Action **Changed 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 we can replace but she doesn't even want to speak to me and said she didn't want the unit. L030 JN  
December 27, 2018 at 5:10 PM





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## Case: 20146481

Case Number	20146481 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	20146206	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	ESCALATION	Sub-Brand	CrockPot Cuisine
Priority	Medium	Reason	Information
Case Language	English	Status	In Process/Being Worked
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	No Response Needed
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CrCFI:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

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

(b)(6)

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 Number

External Refund 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

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.

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)

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 5:20 PM	Created By	(b)(6)	12/27/2018 5:20 PM
Date/Time Closed		Last Modified By	(b)(6)	12/27/2018 5:26 PM
SAP Notes Update	12/27/2018 5:26 PM	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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks 4

Company Name

Contact Lock

Job Title

Address Information

Mailing Address (b)(6)

Other Address (b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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 Products  
CP-0007669401

Record Status ✖

Product **SCPPC600V1**

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

Case Number	20199718 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	20197074	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	refund request	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CsJJm:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

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

(b)(6)

refund

Other Contact Us Data

External Order Number

External Refund 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

Contact Email (b)(6)

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


(b)(6)

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

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

### Address Information

Mailing Address	(b)(6)	Other Address	(b)(6)
		House Number Other Address	
		Country Code ISO	

(b)(6)



Other Address

Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date	Last Survey Sent Date	

System Information

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](#)
- [Google Maps](#)
- [Send Gmail](#)
- [Yahoo! Weather](#)
- [Activity Report by Contact](#)

Case History

1/3/2019 11:24 AM

User	(b)(6)
Connection	
Action	Created.

Chatter

Text Posts

(b)(6) 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.  
 January 3, 2019 at 11:25 AM



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### Case: 20146206

Case Number	20146206 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	Unit Exploded	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1CrBtf:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

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

(b)(6)

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

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 22:10:37]

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

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)

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 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**

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2243	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks 4

Company Name

Contact Lock

Job Title

Address Information

Mailing Address (b)(6)

Other Address (b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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](#)

Related Cases  
20199954

(b)(6)

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 **Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to Unit Exploded.**

**12/27/2018 4:59 PM**

User (b)(6)

Connection

Action **Changed 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 we can replace but she doesn't even want to speak to me and said she didn't want the unit. L030 JN  
December 27, 2018 at 5:10 PM



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## Case: 22059865

Custom Links

Not Risk

Case Number	22059865 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	RM Risk
Case Origin	Phone		
Subject	SCCPPC600V1 slow cooker - exploded P/I	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Risk
Region	US	Status	Open
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ ref:_00Di0Ymyy._5000H1IstwU:ref ]
		Sold To	

**Open Related Cases**

[Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
--------------------------	-------------	---------	-------	--------------	-------------	------------

[Merge Cases](#)

**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

**Other Contact Us Data**

External Order Number	External Refund Number
-----------------------	------------------------

(b)(6)

**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 (b)(6) : 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



<b>Change Sales Area</b>	<input type="button" value="Update Sales Area"/>
Sales Organization	CA01-Newell Canada ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼
	<input type="button" value="Update Sales Area"/>

**Case Images**

No Images found !

**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

Incident Date

Incident Location

Store of Purchase

Hospital/Doctor Visit

Hospital/Doctor Report

Keyword Type

Keyword Root

Keyword Body Part

**Receive Product Information**

Product Received Date

Number of products being returned

Number of products received

**Description**

Description Summary

**Claim Refund/Replacement Information**

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 Information**

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 Damage Information**

What was Damaged?

Product Involved

Cost of the Damaged Property

Refund Product?

Quote #1

Replace Product?

Quote #2

Source for Quote #1

Proposed Refund Amount

Proposed Property Settlement

Check Request Amount USD 0.00

Conversation

**System Information**

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

(b)(6)

SAP Notes Update 7/1/2019 4:25 PM  
 First Email Response 6/13/2019 12:27 PM  
 Survey Date  
 Other Call Data  
 UCID

Special Routing  
 Legacy Incident Number  
 Owner Division (b)(6)  
 Created By Division

### 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

Account Number Home Phone

Contact Type Consumer Other Phone

Duplicate Contact Fax

Duplicate Contact Identifier Email (b)(6)

Region US Preferred Method

Language English Open Moneybacks

Company Name Contact Lock

Job Title

### Address Information

Mailing Address (b)(6) Other Address

House Number Other Address

Country Code ISO Other Address

### Additional Information

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. 21, 2019 at 06:01AM by UTC):  
 First Name: (b)(6)

(b)(6)

Last Name: (b)(6)  
 Mailing Street: (b)(6)  
 Mailing City: (b)(6)  
 Mailing Zip/Postal Code: (b)(6)  
 Region: Canada  
 Business Phone: (b)(6)  
 Ext-Data Stage ID: FP-FP170612-5910  
 Ext-Data Stage Source System: FP-CRM

**Survey section**

Survey Unsubscribe  Days Since Last Survey 0  
 Survey Unsubscribe Date Last Survey Sent Date

**System Information**

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  
 Ext-Data Stage ID (b)(6)-301748

**Custom Links**

[Google Search](#) [Google Maps](#) [Send Gmail](#)  
[Yahoo! Weather](#) [Activity Report by Contact](#)

**Case Products**

CP-0008611733

Record Status ✖  
 Product **SCCPPC600V1**  
 Material Description **SLOWCOOKER CRP 6QT SS EXPRESS**  
 Mfg Date  
 Has Recall List View **NO**  
 Serial/Batch Number  
 Date of Purchase **12/10/2018**  
 Under Warranty **Under Warranty**

**Attachments**

**A&C - Contact Us Letter\_SD-158427.pdf**

Size **6KB**  
 Ownership (b)(6)  
 View [View file](#)  
 Last Modified **6/17/2019 3:16 PM**

**Activity History**

**Email: Crock-Pot - Contact us**

Name (b)(6)  
 Task   
 Due Date **6/17/2019**  
 Assigned To (b)(6)  
 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**

---

Name (b)(6) (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**

h(b)(6)

ref:\_00Di0Ymyy\_5000H1IstwU:ref

**Case History**

6/13/2019 12:24 PM

User

Connection

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

6/13/2019 12:23 PM

User

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

Status **Sent**

Subject **Crock-Pot - Contact us**

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

Dear

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

Text Body **Sincerely,**

**The Crock-Pot® Brand**

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

ref:\_00Di0Ymyy\_5000H1IstwU:ref

**Crock-pot - Contact us**

Message Date **6/13/2019 12:27 PM**

Has Attachment

Email Address

Status **Replied**

Subject **Crock-pot - Contact us**

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

Dear

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

ref:\_00Di0Ymyy\_5000H1IstwU:ref

## Chatter

### Text Posts

---

(b)(6) attempted to contact consumer but to no response. left voice message on how to contact us back.  
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 contact us letter .  
- able to leave a detailed message on how to contact us.  
June 17, 2019 at 3:18 PM

(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

Case Number	21760870 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	crock is blown away	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	Canada		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	72h - Auto-Close
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1Hvl7H:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** Merge Cases

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
Merge Cases						

### 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

(b)(6)



Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2323

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

Contact Email (b)(6)

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6) : 2019-05-15 20:30:14]

Consumer called in, having inquiry about the crock. She was not able to elaborate the concern since the line got disconnected. We called the consumer back. The crock blew up on her mother, having burns on the hands. She just want to let us know 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 replace it with a brand new one at no cost.

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


(b)(6)

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	5/15/2019 4:30 PM	Special Routing		
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	1
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 1805	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	
		House Number Other Address	
		Country Code ISO	

(b)(6)

Other Address

Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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. 21, 2019 at 06:01AM by UTC):  
 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-FP170612-5910  
 Ext-Data Stage Source System: FP-CRM

Survey section

Survey Unsubscribe <input type="checkbox"/>	Days Since Last Survey 0
Survey Unsubscribe Date	Last Survey Sent Date

System Information

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
	Ext-Data Stage ID (b)(6)-301748

Custom Links

[Google Search](#)      [Google Maps](#)      [Send Gmail](#)  
[Yahoo! Weather](#)      [Activity Report by Contact](#)

Case Products

CP-0008472842

Record Status

Product **SCCPPC600V1**

Material Description **SLOWCOOKER CRP 6QT SS EXPRESS**

Mfg Date

Has Recall List View **NO**

Serial/Batch Number

Date of Purchase **12/10/2018**

Under Warranty **No Warranty**

(b)(6)

### Case History

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

#### Text Posts

---

(b)(6) Consumer called in, having inquiry about the crock. She was not able to elaborate the concern since the line got disconnected. We called the consumer back. The crock blew up on her mother, having burns on the hands. She just want to let us know 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 replace it with a brand new one at no cost.

May 15, 2019 at 4:30 PM

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### Case: 21066397

Case Number	21066397 <a href="#">[View Hierarchy]</a>	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	Reason	Complaint
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1FPsxM:ref ]
Account Number		Ship To	
		Sold To	

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

#### 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

(b)(6)

Number

Number

Contact Data

Account Name Generic Consumer Account 2294

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 Data

Contact Email (b)(6)

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6) (b)(6) : 2019-03-22 16:16:44] consumer sent the unit back checked tracking (b)(6) - in transit

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

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

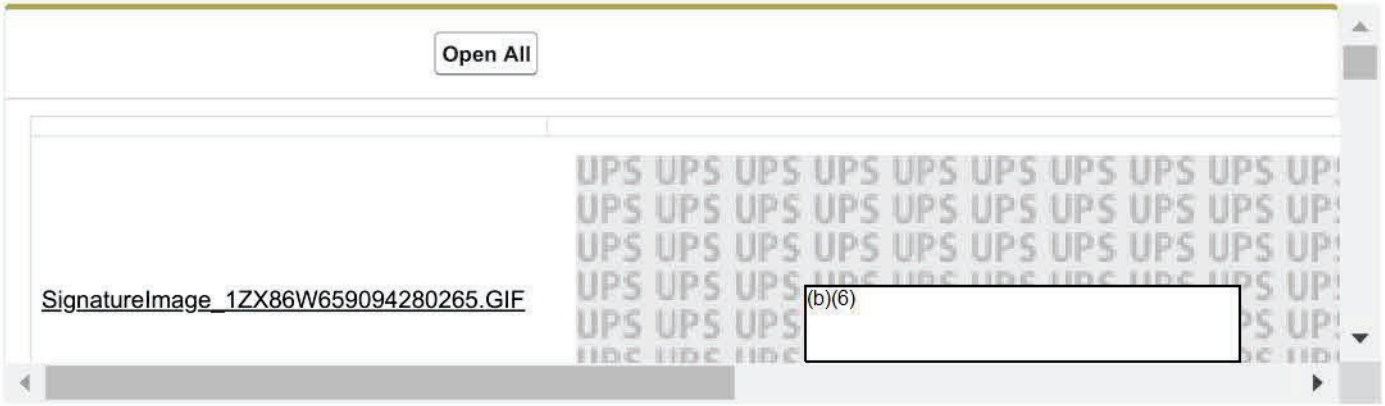
Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)



**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 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

(b)(6)

UCID

### Contact Information

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6) (b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2294	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	96
Survey Unsubscribe Date		Last Survey Sent Date	3/29/2019

(b)(6)



**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 **SCPPPC600V1**  
 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**  
 Order Net Value **USD 0.00**  
 Sales Area Description **US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances**  
 Order Status **Shipped**

**Attachments**

<p><b>SignatureImage_(b)(6).GIF</b></p> <p>Size <b>10KB</b></p> <p>Ownership (b)(6)</p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/27/2019 8:21 AM</b></p>	<p><b>SignatureImage_(b)(6).GIF</b></p> <p>Size <b>10KB</b></p> <p>Ownership <b>Integration</b></p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/27/2019 8:19 AM</b></p>
<p><b>ReturnLabel-SequenceNumber-1.GIF</b></p> <p>Size <b>31KB</b></p> <p>Ownership (b)(6) (b)(6)</p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/13/2019 3:08 PM</b></p>	<p><b>received_2259638571023100.jpeg</b></p> <p>Size <b>34KB</b></p> <p>Ownership <b>Integration</b></p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/12/2019 8:01 PM</b></p>
<p><b>FB_IMG_1552435028921.jpg</b></p> <p>Size <b>44KB</b></p> <p>Ownership <b>Integration</b></p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/12/2019 8:01 PM</b></p>	<p><b>20190312_185726.jpg</b></p> <p>Size <b>2.59MB</b></p> <p>Ownership <b>Integration</b></p> <p>View <a href="#">View file</a></p> <p>Last Modified <b>3/12/2019 8:01 PM</b></p>

**20190312\_185726.jpg**

Size **2.59MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:01 PM**

**FB\_IMG\_1552435028921.jpg**

Size **44KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:01 PM**

**received\_2259638571023100.jpeg**

Size **34KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:01 PM**

**received\_2259638571023100.jpeg**

Size **34KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:00 PM**

**FB\_IMG\_1552435028921.jpg**

Size **44KB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:00 PM**

**20190312\_185726.jpg**

Size **2.59MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **3/12/2019 8:00 PM**

**Activity History**

**Email: Response from CrockPot**

Name

Task

Due Date **3/22/2019**

Assigned To

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

Comments **Additional To:**   
**CC:**  
**BCC:**  
**Attachment:**

**Subject: Response from CrockPot**  
**Body:**

Hi

**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 Crock 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,**

**The Crock-Pot® Brand**

www.crock-pot.com

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

From: farrenjill (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 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)(6)

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: farrenjill (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)(6)

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)(6) have a great day!

(b)(6)

Sincerely,

(b)(6)

The Crock-Pot® Brand

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

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

From: farrenjill [farrenjill@aol.com]  
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)(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. 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.ImageServer?id=0150H00000Fh3zv&oid=00Di0000000Ymyv1>

(b)(6)

Hi (b)(1)

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)(1)

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

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)(6)

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)(6)

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 response (b)(6) 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](mailto: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](mailto:crockpotconsumercare@newellco.com)> Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6)  
Subject: Response from CrockPot

Hi (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. 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](mailto: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.ImageServer?>

(b)(6)

id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(1)

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)(1)

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)

(b)(6)



**The Crock-Pot® Brand**

**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)(6)

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)(6) have a great day!

Sincerely,

(b)(6)

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**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)(6)

Thank you for contacting Crock-Pot!

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

(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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (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. 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
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(b)(6)

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

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

**Email: Response from CrockPot**

Name (b)(6)

Task

Due Date 3/13/2019

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)(6)

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)(6) have a great day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

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)(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. 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (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. 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

(b)(6)

**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 6:44 PM

Comments Additional To: (b)(6)

CC:  
BCC:  
Attachment:

**Subject: Response from CrockPot**

**Body:**

Hi (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. 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**

----- 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (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. Pictures of your product for identification**
- 2. Clear front-view picture of the full product**

(b)(6)

- 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.

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

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

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

**Subject: Response from CrockPot**  
**Body:**

Hi (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. Pictures of your product for identification
- 2. Clear front-view picture of the full product
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(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

(b)(6)

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 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)(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. 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]**

Hi (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. Pictures of your product for identification
- 2. Clear front-view picture of the full product
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<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

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)(6)

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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
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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 [crocpotconsumercare@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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (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. Pictures of your product for identification
- 2. Clear front-view picture of the full product
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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> <<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

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

Hi (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. 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

(b)(6)

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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

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

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<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.

(b)(6)

----- 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)(6)

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)(6) 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)(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. 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
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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)

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<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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

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<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 3/14/2019

Status Not Started

Priority Normal

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

Comments 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)(6)

Good Morning!

(b)(6)

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](mailto: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](mailto:crockpotconsumercare@newellco.com)> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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(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](mailto: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)(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. 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

Thank you for contacting Crock-Pot!

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Sincerely,

(b)(6)

(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 message -----From: CrockPot Consumer Care <crockpotconsumercare@newellco.com> Date: 3/14/19 12:55 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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)(6)

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!

(b)(6)

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)(6)

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)(6) 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)(6)

Thank you for contacting Crock-Pot!

(b)(6)



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Sincerely,

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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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

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

ref:\_00Di0Ymyy\_5000H1FPsxM:ref

New email response for Case Number : 21066397

Name (b)(6)

(b)(6)

Task

Due Date 3/22/2019

Status Not Started

Priority Normal

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

Comments 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 message -----From: CrockPot Consumer Care <crocpotconsumercare@newellco.com> Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

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

From: (b)(6) (b)(6)  
Sent: 3/13/2019 7:35 PM  
To: crocpotconsumercare@newellco.com  
Subject: Re: Response from CrockPot

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----- Original message -----From: CrockPot Consumer Care <crocpotconsumercare@newellco.com> Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

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

From: (b)(6) (b)(6)  
Sent: 3/12/2019 8:01 PM  
To: [crockpotconsumercare@newellco.com](mailto: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.

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

Sincerely,

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

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

From: Consumer Care - CrockPot [[crockpotconsumercare@newellco.com](mailto: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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (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

(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
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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

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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

Action Changed Resolution to Reply. Changed Reason to Warranty. Changed Brand to CrockPot. Changed Subject to 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

(b)(6)

Has Attachment

Email Address (b)(6)

Status **Sent**

Subject **Response from CrockPot**

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

Hi (b)(6)

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

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

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 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)(6)

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

(b)(6)

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

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

From: (b)(6) (b)(6)  
Sent: 3/13/2019 7:35 PM  
To: [crockpotconsumercare@newellco.com](mailto: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](mailto:crockpotconsumercare@newellco.com)>  
Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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)(6) have a great day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

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

From: (b)(6) (b)(6)  
Sent: 3/12/2019 8:01 PM  
To: [crockpotconsumercare@newellco.com](mailto: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](mailto:crockpotconsumercare@newellco.com)>  
Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

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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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2. Clear front-view picture of the full product

(b)(6)

- 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>

----- 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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

ref: \_00Di0Ymyy\_5000H1FPsxM:ref

**Re: Response from CrockPot**

Message Date 3/22/2019 9:26 AM

Has Attachment

Email Address (b)(6)

Status Replied

(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 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)(6)

**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)(6)

**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)(6) have a great day!**

**Sincerely,**

(b)(6)

**The Crock-Pot® Brand**

(b)(6)



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)(6)

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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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Sincerely,

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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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

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(b)(6)

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

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

**Re: Response from CrockPot**

---

Message Date 3/21/2019 1:20 PM  
 Has Attachment   
 Email Address (b)(6)  
 Status **New**  
 Subject **Re: Response from CrockPot**  
 Text Body 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 message -----From: CrockPot Consumer Care <crockpotconsumercare@newellco.com>  
 Date: 3/14/19 12:55 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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,

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 Sent: 3/14/2019 1:09 PM  
 To: crockpotconsumercare@newellco.com  
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**Sent:** 3/13/2019 7:35 PM  
**To:** crockpotconsumercare@newellco.com  
**Subject:** Re: Response from CrockPot

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**----- Original message -----From:** CrockPot Consumer Care <crockpotconsumercare@newellco.com>  
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**----- Original Message -----**

**From:** (b)(6) (b)(6)  
**Sent:** 3/12/2019 8:01 PM  
**To:** crockpotconsumercare@newellco.com  
**Subject:** Re: Response from CrockPot

(b)(6)

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Subject: Response from CrockPot

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

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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

**Response from CrockPot**

---

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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

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

[www.crock-pot.com](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From: (b)(6) (b)(6)  
 Sent: 3/14/2019 1:09 PM  
 To: [crockpotconsumercare@newellco.com](mailto: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](mailto:crockpotconsumercare@newellco.com)>  
 Date: 3/14/19 10:41 AM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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](mailto: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](mailto:crockpotconsumercare@newellco.com)>  
Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (b)(6)

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)(6) 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](mailto: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](mailto:crockpotconsumercare@newellco.com)>  
Date: 3/12/19 5:44 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

Hi (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. 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)

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<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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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ref:\_00Di0Ymyy\_5000H1FPsxM:ref

**Re: Response from CrockPot**

Message Date 3/14/2019 1:09 PM  
Has 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 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

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Thank you and have a great day!

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

From: (b)(6) (b)(6)  
Sent: 3/13/2019 7:35 PM  
To: crockpotconsumercare@newellco.com  
Subject: Re: Response from CrockPot

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----- 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

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

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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,

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

From: Consumer Care - CrockPot [[crockpotconsumercare@newellco.com](mailto: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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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ref:\_00Di0Ymyy\_5000H1FPsxM:ref

**Response from 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (b)(6)

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Thank you and have a great day!

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From: (b)(6) (b)(6)  
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 To: [crockpotconsumercare@newellco.com](mailto: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](mailto:crockpotconsumercare@newellco.com)>

(b)(6)

M

Date: 3/13/19 2:07 PM (GMT-06:00) To: (b)(6) Subject: Response from CrockPot

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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.

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

From: (b)(6) (b)(6)  
Sent: 3/12/2019 8:01 PM  
To: crockpotconsumercare@newellco.com  
Subject: Re: Response from CrockPot

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----- 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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ref:\_00Di0Ymyy\_5000H1FPsxM:ref

**Re: Response from CrockPot**

Message Date 3/13/2019 7:35 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Re: Response from CrockPot

Text Body 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

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The Crock-Pot® Brand

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

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

From: Consumer Care - CrockPot [crokpotconsumercare@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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(6)

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

ref:\_00Di0Ymyy.\_5000H1FPsxM: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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

Hi (b)(6)

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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.

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From: (b)(6) (b)(6)  
Sent: 3/12/2019 8:01 PM  
To: [crockpotconsumercare@newellco.com](mailto:crockpotconsumercare@newellco.com)  
Subject: Re: Response from CrockPot

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

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**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.

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ref: \_00Di0Ymyy.\_5000H1FPsxM:ref

**Re: Response from CrockPot**

---

Message Date 3/12/2019 8:01 PM

Has Attachment

Email Address (b)(6)

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.**

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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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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<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)

(b)(6)

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.**  
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- 3. 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

<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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Hi (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. 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.

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

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

**Response from CrockPot**

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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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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[www.crock-pot.com](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From: Consumer Care - CrockPot [[crockpotconsumercare@newellco.com](mailto: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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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(b)(6)

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

ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

**Response from CrockPot**

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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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]

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ref:\_00Di0Ymyy.\_5000H1FPsxM:ref

**Chatter**  
Text Posts

(b)(6)

(b)(6) (b)(6) consumer sent the unit back checked tracking (b)(6) in transit placed replacement under accommodation 1029557708  
March 22, 2019 at 12:16 PM

---

(b)(6) (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 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  
March 12, 2019 at 6:41 PM

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- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

### Case: 21649131

Case Number	21649131 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	21626471	Case Record Type	Replacement/Refund
Case Origin	Web		
Subject	Multi-Cooker - Lid Exploded	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Information
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Order Placed
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1GsK2t:ref ]
Account Number		Ship To	
		Sold To	

<b>Open Related Cases</b>							<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name	
							<a href="#">Merge Cases</a>

### 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 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 <crocpotconsumercare@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 |

| [ ref: \_00Di0Ymyy\_5000H1GrshM:ref ] |

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(b)(6)



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| © 2019 CrockPot, All Rights Reserved |  
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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)  
Contact Country : [ US ]

External Order Number

External Refund 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 close the case.

(b)(6) : 2019-05-20 20:26:06  
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.

(b)(6) : 2019-05-06 21:49:23  
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

(b)(6)

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

(b)(6) : 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)

(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

<b>Change Sales Area</b>	<input type="button" value="Update Sales Area"/>
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼
<input type="button" value="Update Sales Area"/>	

**Case Images**

No Images found !

**Receive Product Information**

Product Received  
Date

Number of products  
being returned

Number of products  
received

**Inspection Data**

(b)(6)

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 5/4/2019 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

Special Routing

First Email Response 5/6/2019 5:48 PM

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 Integration

VIP Consumer

Name (b)(6)

Phone (b)(6)

Account Name Generic Consumer Account 2277

Mobile

Account Number

Home Phone

Contact Type Consumer

Other Phone

Duplicate Contact

Fax

Duplicate Contact  
Identifier

Email (b)(6)

Region US

Preferred Method

(b)(6)

Language English  
Company Name  
Job Title

Open Moneybacks  
Contact Lock

**Address Information**

Mailing Address (b)(6)

Other Address United States

House Number Other Address

Country Code ISO Other Address

**Additional Information**

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

**System Information**

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](#)  
[Yahoo! Weather](#)

[Google Maps](#)  
[Activity Report by Contact](#)

[Send Gmail](#)

**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: Response from CrockPot**

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.ImageServer?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.

(b)(6)

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

----- 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.ImageServer?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>

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

From: (b)(6) (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. |

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If you did not receive our reply please check your SPAM folder. |

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Sincerely, |

CrockPot Consumer Service |

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 | © 2019 CrockPot, All Rights Reserved |  
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**Email: Response from CrockPot**

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Name   
 Task   
 Due Date **5/20/2019**  
 Assigned To   
 Last Modified Date/Time **5/20/2019 4:25 PM**  
 Comments **Additional To:**   
**CC:**  
**BCC:**  
**Attachment:**

**Subject: Response from CrockPot**  
**Body:**

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Have a wonderful day!

Sincerely,

The Crock-Pot® Brand



www.crock-pot.com

----- 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.ImageServer?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!

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(b)(6)

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| |

**If you did not receive our reply please check your SPAM folder. |**

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**Sincerely, |**

**CrockPot Consumer Service |**

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**© 2019 CrockPot, All Rights Reserved |**

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**Email: Response from CrockPot**

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Name (b)(6)

Task

Due Date 5/6/2019

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

Last Modified Date/Time 5/6/2019 5:48 PM

Comments Additional To: (b)(6)

CC:  
BCC:  
Attachment:

**Subject: Response from CrockPot**

**Body:**

Dear (b)(6),

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Case number: 21626471

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www.crock-pot.com

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

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Sent: 5/4/2019 8:06 PM

To: crockpotconsumercare@newellco.com

Subject: Re: CrockPot – Reply for additional assistance with case 21626471

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(b)(6)

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**If you still need our assistance with this case 21626471, please reply to this email directly. |**

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**If you did not receive our reply please check your SPAM folder. |**

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**Sincerely, |**

**CrockPot Consumer Service |**

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 | © 2019 CrockPot, All Rights Reserved |

**Case History**

**5/29/2019 2:10 PM**

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User (b)(6)

Connection

Action **Changed Resolution from 72h - Auto-Close to Order Placed. Changed Status from Waiting on Internal Data to Closed.**

**5/22/2019 5:00 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 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)

Connection

Action **Changed Resolution to Order Placed. Changed Status from New to Pending Shipment.****5/6/2019 5:42 PM**

User (b)(6)

Connection

Action **Changed Reason from Information to Complaint. Changed Description. Changed Subject from Re: CrockPot – Reply for additional assistance with case 21626471 to Multi-Cooker - Lid Exploded.****5/4/2019 8:06 PM**User **Integration**

Connection

Action **Changed Priority to Medium. Created.****Emails****Response from CrockPot**Message Date **5/29/2019 2:09 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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[www.crock-pot.com](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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From: CrockPot Consumer Care [[crockpotconsumercare@newellco.com](mailto: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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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Have a wonderful day!

Sincerely,

(b)(6)

The Crock-Pot® Brand

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

----- 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.ImageServer?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>

(b)(6)



----- 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. |

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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)



----- 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.ImageServer?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>

----- 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. |

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If you did not receive our reply please check your SPAM folder. |

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Sincerely, |

CrockPot Consumer Service |

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| © 2019 CrockPot, All Rights Reserved |

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Message Date **5/6/2019 5:48 PM**  
 Has Attachment   
 Email Address   
 Status **Replied**  
 Subject **Response from CrockPot**  
 Text Body **[Inline image URL : https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]**

Dear

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,

The Crock-Pot® Brand

[www.crock-pot.com](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From:    
 Sent: 5/4/2019 8:06 PM  
 To: [crockpotconsumercare@newellco.com](mailto: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,

Sent from Yahoo Mail for iPhone

On Saturday, May 4, 2019, 1:00 PM, CrockPot Consumer Care <[crockpotconsumercare@newellco.com](mailto:crockpotconsumercare@newellco.com)> wrote:

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| © 2019 CrockPot, All Rights Reserved |

**Chatter**  
**Text Posts**

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(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

Case Number	21626471 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case	20885976	Case Record Type	Replacement/Refund
Case Origin	Web		
Subject	Multi-Cooker - Lid Exploded	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Information
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	72h - Auto-Close
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1GrsHM:ref ]
Account Number		Ship To	
		Sold To	

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 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:

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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>

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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

(b)(6)

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 Number

External Refund Number

**Contact Data**

Account Name	Generic Consumer Account 2277	New Email From Customer	<input type="checkbox"/>
Contact Name	(b)(6)	New Email Counter	0
Consumer Hold	<input type="checkbox"/>	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	<input type="checkbox"/>

**Notes**

SAP Notes

SAP Notes Internal [ (b)(6) ] : 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) ]

[ (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 ▼

Update Sales Area




Other Call Data

Created By Division

UCID

### Contact Information

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	Integration	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2277	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe		Last Survey Sent	

(b)(6)

Date

Date

**System Information**

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-0008403589

Record Status ✖  
Product **SCPPPC600V1DS**  
Material Description **SLOWCOOKER CRP 6QT XPRS BLK SS**  
Mfg Date  
Has Recall List View **NO**  
Serial/Batch Number  
Date of Purchase  
Under Warranty **Under Warranty**

**Related Cases**

21649131

Subject **Multi-Cooker - Lid Exploded**  
Priority **Medium**  
Date/Time Opened **5/4/2019 8:06 PM**  
Status **Closed**  
Owner (b)(6)  
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)**

**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 |

| [ ref:\_00Di0Ymyy.\_5000H1GrsHM:ref ] |

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| © 2019 CrockPot, All Rights Reserved |

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**Attachments**

SignatureImage

(b)(6)

GIF

SignatureImage

(b)(6)

GIF

(b)(6)

Size **10KB**  
 Ownership (b)(6)  
 View [View file](#)  
 Last Modified **5/8/2019 8:24 AM**

Size **10KB**  
 Ownership **Integration**  
 View [View file](#)  
 Last Modified **5/8/2019 8:20 AM**

**ReturnLabel-SequenceNumber-1.GIF**

**IMG\_0637.JPG**

Size **31KB**  
 Ownership (b)(6)  
 View [View file](#)  
 Last Modified **5/2/2019 12:47 PM**

Size **1.66MB**  
 Ownership **Integration**  
 View [View file](#)  
 Last Modified **5/2/2019 11:29 AM**

**IMG\_0634.jpeg**

Size **2.12MB**  
 Ownership **Integration**  
 View [View file](#)  
 Last Modified **5/2/2019 11:29 AM**

**Activity History**

**Email: Response from CrockPot**

Name **Amie Hawley**  
 Task   
 Due Date **5/2/2019**  
 Assigned To (b)(6) (b)(6)  
 Last Modified Date/Time **5/2/2019 12:51 PM**  
 Comments **Additional To:** (b)(6)

**CC:**  
**BCC:**  
**Attachment:**  
  
**Subject: Response from CrockPot**  
**Body:**

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.

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

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

(b)(6)



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). 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:

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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
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Sincerely,

(b)(6)

The Crock-Pot® Brand

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

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Open Activities

New email response for Case Number : 21626471

(b)(6)

Name (b)(6)

Task

Due Date 5/2/2019

Status Not Started

Priority Normal

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

Comments 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:

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(b)(6)

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**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.ImageServer?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.

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Thank you for your time and business, and please let us know if you have any questions.

(b)(6)

Sincerely,

(b)(6)

The Crock-Pot® Brand

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

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

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) I purchased the crockpot at Kohl's and the second time I used it the lid blew off.

Sent from Yahoo Mail for iPhone

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Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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(b)(6)

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ref:\_00Di0Ymyy\_5000H1GrsHM:ref

**Re: Response from CrockPot**

Message Date 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) 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:

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Dear (b)(6)

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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>

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ref: \_00Di0Ymyy.\_5000H1Ec7d4:ref

**Chatter**

**Text Posts**

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(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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- [Expand All](#) | [Collapse All](#)

## Case: 21625004

Case Number	21625004 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
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:_00Di0Ymyy._5000H1GrqSX:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

<b>Open Related Cases</b>		<a href="#">Merge Cases</a>				
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
		<a href="#">Merge Cases</a>				

### 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

(b)(6)

You stated you needed pictures and tracking number and 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

Other Contact Us Data

External Order Number

External Refund 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 (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) : 2019-05-07 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)  
(b)(6)

advised consumer to send the complete tracking number so we can track the shipment and process a replacement

(b)(6) : 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
- 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**

Sales Organization

US04-Appliance &amp; 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/ProvinceShipping 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

Survey Date

Owner Division Araneta


Other Call Data

Created By Division

UCID

**Contact Information**

(b)(6)

<b>Open Risk Case Flag</b>		<b>Open Risk Case Count</b>	0
<b>Consumer Hold</b>	<input type="checkbox"/>	<b>High Profile</b>	<input type="checkbox"/>
<b>Contact Owner</b>	(b)(6)	<b>VIP Consumer</b>	<input type="checkbox"/>
<b>Name</b>	(b)(6)	<b>Phone</b>	(b)(6)
<b>Account Name</b>	Generic Consumer Account 2306		<b>Mobile</b>
<b>Account Number</b>		<b>Home Phone</b>	
<b>Contact Type</b>	Consumer	<b>Other Phone</b>	
<b>Duplicate Contact</b>		<b>Fax</b>	
<b>Duplicate Contact Identifier</b>		<b>Email</b>	(b)(6)
<b>Region</b>	US	<b>Preferred Method</b>	
<b>Language</b>	English	<b>Open Moneybacks</b>	
<b>Company Name</b>		<b>Contact Lock</b>	<input type="checkbox"/>
<b>Job Title</b>			

**Address Information**

<b>Mailing Address</b>	(b)(6)	<b>Other Address</b>	United States
		<b>House Number Other Address</b>	
		<b>Country Code ISO Other Address</b>	

**Additional Information**

<b>Birthdate</b>		<b>Brand Preferences</b>	
<b>Gender</b>		<b>Mass_Communication Opt Out</b>	<input type="checkbox"/>
<b>Marital Status</b>		<b>Last Stay-in-Touch Request Date</b>	
<b># of Persons in Household</b>		<b>Last Stay-in-Touch Save Date</b>	
<b>Description</b>			
<b>Merge Details</b>			

**Survey section**

<b>Survey Unsubscribe</b>	<input type="checkbox"/>	<b>Days Since Last Survey</b>	0
<b>Survey Unsubscribe Date</b>		<b>Last Survey Sent Date</b>	

**System Information**

<b>Phone Raw</b>	(b)(6)	<b>Created By</b>	(b)(6) 4/10/2019 7:04 PM
------------------	--------	-------------------	--------------------------

(b)(6)

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-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:

>

>

>

> 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

Description

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)

We sent you pictures, we sent you the the pressure cooker pot. so where is my replacement?  
Sincerely,

(b)(6)

**Activity History**

**Email: Response from CrockPot**

---

Name (b)(6)  
Task   
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)  
(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:\_00Di0Ymyy\_5000H1GrqSX:ref

**Email: Response from 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:**

(b)(6)

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

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

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:

>  
>  
>  
>  
> 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-

(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.

>

> 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 number and 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

**Email: Response from CrockPot**

Name (b)(6)

Task

Due Date 5/2/2019

Assigned To (b)(6)

Last Modified Date/Time 5/2/2019 2:34 PM

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)

(b)(6)

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

----- 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 number and 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

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 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:  
>

(b)(6)

>  
 >  
 > 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 number and 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

**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.

(b)(6)



**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 2:37 PM**

User (b)(6)

Connection

Action **Changed Status from Open to Waiting on Consumer.**

**5/2/2019 2:34 PM**

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 12:35 PM**

User (b)(6)

Connection

Action **Changed Case Owner from Consumer Care Queue to (b)(6)**

**5/2/2019 10:02 AM**

User **Integration**

Connection

Action **Changed Account Name to Generic Consumer Account 2306. Created.**

**Emails**

**Response from CrockPot**

Message Date **5/7/2019 1:31 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy]**

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)**

**(b)(6) (b)(6)"**

**We won't be able to track the shipment without getting the complete tracking number. Please reply directly**

(b)(6)

to this email

Thank you!

Sincerely,

(b)(6)

The Crock-Pot® Brand

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

ref:\_00Di0Ymyy\_5000H1GrqSX:ref

**Response from CrockPot**

---

Message Date 5/7/2019 1:29 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.ImageServer?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 <http://www.crock-pot.com>

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

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:  
>  
>  
>

(b)(6)

> 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 number and 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

**Re: Response from CrockPot**

---

Message Date 5/3/2019 8:57 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Re: Response from CrockPot

(b)(6)

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:

>

>

>

> 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:

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- > Place of Purchase
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- > 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.

>

>

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>

>

> 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 number and 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

(b)(6)

>  
> ref:\_00Di0Ymyy\_5000H1GrqSX:ref

**Response from CrockPot**

---

Message Date 5/2/2019 2:34 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.ImageServer?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 <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 number and you would send me a new instapot. Its been weeks

(b)(6)

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

**Instapot**

Message Date 5/2/2019 10:02 AM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Instapot

You stated you needed pictures and tracking number and 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?

Text Body Thanks (b)(6)

Sent from my iPhone

**Chatter**

**Text Posts**

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

(b)(6) advised consumer to send the complete tracking number so we can track the shipment and process a replacement

May 7, 2019 at 1:33 PM

(b)(6) 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 - Model Number - Date Code - Supplier Code - Scanned copy of the receipt - Picture of the whole product - Picture of the damaged/broken part-

May 2, 2019 at 2:37 PM

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## Case: 21657516

Case Number	21657516 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case	21625004	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Email	Brand	CrockPot
Subject	case number 21356419	Sub-Brand	
Priority	Medium	Reason	Merged to Parent
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Merged to Parent
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1HtQZ0:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 regarding case number 21356419 tracking number: expected delivery date 4-15-19 usps tracking # (b)(6)

(b)(6)

(b)(6)

We sent you pictures, we sent you the the pressure cooker pot. so where is my replacement?  
Sincerely,

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

Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2306

New Email From Customer

Contact Name (b)(6)

New Email Counter 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) : 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 !

(b)(6)




### 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
SAP Notes Update	5/7/2019 1:25 PM	Special Routing	
First Email Response		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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address (b)(6) Other Address United States

(b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date	Last Survey Sent Date	

System Information

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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

Case History

5/7/2019 1:25 PM

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

Connection

Action **Changed Resolution to Merged to Parent. Changed Reason to Merged to Parent. Changed Status from Open to Closed.**

5/6/2019 11:17 AM

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

Connection

Action **Changed Assigned Via Next Case from false to true. Changed Case Owner from Consumer Care Queue to (b)(6)**

(b)(6)

5/6/2019 11:09 AM

---

User **Integration**

Connection

Action **Changed Account Name to Generic Consumer Account 2306. Created.**

### Emails

**case number 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**

---

(b)(6) (b)(6) Merged to Parent

May 7, 2019 at 1:25 PM

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### Case: 21717068

Case Number	21717068 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case	21625004	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:_00Di0Ymyy._5000H1HuYNH:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

#### 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

(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:  
>  
>  
>  
> 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  
Number

External Refund  
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 (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)  
(b)(6) (b)(6)

advised consumer to send the complete tracking number so we can track the shipment and process a  
replacement

(b)(6) : 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

(b)(6)

- 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**

---

Sales Organization

Distribution Channel

Division

---

**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	5/11/2019 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	Special Routing	
First Email Response	5/13/2019 10:58 AM	Legacy Incident Number	

(b)(6)

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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	<input type="text" value="(b)(6)"/>	VIP Consumer	<input type="checkbox"/>
Name	<input type="text" value="(b)(6)"/>	Phone	<input type="text" value="(b)(6)"/>
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	<input type="text" value="(b)(6)"/>
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	<input type="text" value="(b)(6)"/>	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
--------------------	--------------------------	------------------------	---

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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-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.  
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) (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) [(b)(6)]

Sent: 5/11/2019 3:25 AM

To: [crockpotconsumercare@newellco.com](mailto: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](mailto: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  
> [ ]  
> © 2019 CrockPot, All Rights Reserved

ref:\_00Di0Ymyy.\_5000H1HuYNH:ref

**Activity History**

Email: Response from CrockPot

---

Name (b)(6)  
Task ✓  
Due Date 5/13/2019  
Assigned To (b)(6) (b)(6)  
Last Modified Date/Time 5/13/2019 10:58 AM  
Comments Additional To: (b)(6)  
CC:  
BCC:  
Attachment:  
Subject: Response from CrockPot

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,

(b)(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:

>  
>  
>

> 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:\_00Di0Ymyy.\_5000H1HuYNH:ref

Open Activities

New email response for Case Number : 21717068

Name (b)(6)

Task ✓

(b)(6)

Due Date **5/11/2019**  
Status **Not Started**  
Priority **Normal**

Assigned To (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:

Comments

>  
>  
> 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

**Case History**

**5/15/2019 12:00 PM**

User **Integration**  
Connection  
Action **Changed Resolution from Reply to 72h - Auto-Close. Changed Status from Waiting on Consumer to Closed.**

**5/13/2019 10:58 AM**

User (b)(6) (b)(6)  
Connection  
Action **Changed Resolution to Reply. Changed Status from New to Waiting on Consumer.**

**5/13/2019 10:55 AM**

User (b)(6) (b)(6)  
Connection  
Action **Changed Description. Changed Subject from Re: CrockPot – Reply for additional assistance with case 21625004 to CrockPot | pressure cooker - replacement.**

**5/11/2019 3:25 AM**

User **Integration**  
Connection  
Action **Changed Priority to Medium. Created.**

**Emails**

**Response from CrockPot**

Message Date **5/13/2019 10:58 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]  
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,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com <http://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:  
>  
>  
>  
> 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 Reservedref:\_00Di0Ymyy\_5000H1HuYNH:ref

Re: CrockPot – Reply for additional assistance with case 21625004

Message Date 5/11/2019 3:25 AM  
Has Attachment   
Email Address (b)(6)  
Status Replied  
Subject Re: CrockPot – Reply for additional assistance with case 21625004  
Text Body 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:

(b)(6)

- >
- >
- >
- > 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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### Case: 21764288

Case Number	21764288 <a href="#">View Hierarchy</a>	Case Owner	(b)(6)	(b)(6)
Parent Case	21717068	Case Record Type	Replacement/Refund	
Case Origin	Web			
Subject	Pressure Cooker- needs replacement	Brand	CrockPot	
Priority	Medium	Sub-Brand		
Case Language	English	Reason	Information	
Region	US	Status	Closed	
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Order Placed	
Knowledge Notes		Licensee		
Assigned Skill		Has Recall?	NO	
Region Flag		Case Group	Consumer	
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1HvM5t:ref ]	
Account Number		Ship To		
		Sold To		

Open Related Cases						
<a href="#">Merge Cases</a>						
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 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

(b)(6)

<crocpotconsumercare@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)

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: crocpotconsumercare@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 <crocpotconsumercare@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
- > [ ]
- > © 2019 CrockPot, All Rights Reserved

ref\_00Di0Ymyy.\_5000H1HuYNH:ref

(b)(6)

Other Contact Us Data

External Order Number

External Refund 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 (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) : 2019-05-16 15:54:18]
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) (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 # (b)(6)
(b)(6) (b)(6)

advised consumer to send the complete tracking number so we can track the shipment and process a replacement

(b)(6) : 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)



- 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

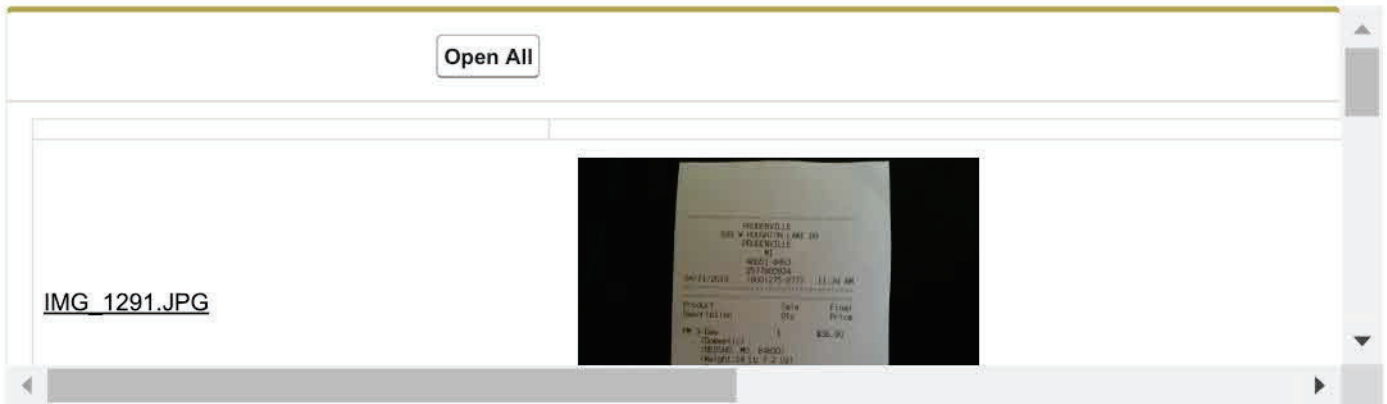
Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

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


(b)(6)

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)  
 Account Name Generic Consumer Account 2306 Mobile  
 Account Number Home Phone  
 Contact Type Consumer Other Phone  
 Duplicate Contact Fax  
 Duplicate Contact Identifier Email (b)(6)  
 Region US Preferred Method  
 Language English Open Moneybacks  
 Company Name Contact Lock   
 Job Title

**Address Information**

Mailing Address (b)(6) Other Address United States  
 House Number Other Address  
 Country Code ISO Other Address

**Additional Information**

Birthdate	Brand Preferences
Gender	Mass Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date	Last Survey Sent Date	

**System Information**

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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

**Case Products**

**CP-0008476312**

Record Status   
 Product **SCPPPC600V1**  
 Material Description **SLOWCOOKER CRP 6QT SS EXPRESS**  
 Mfg Date  
 Has Recall List View **NO**  
 Serial/Batch Number  
 Date of Purchase **12/18/2018**  
 Under Warranty **Under Warranty**

**Case Orders**

**1030104372**

Order Created On **5/16/2019**  
 Customer PO Number **21764288**  
 Order Net Value **USD 0.00**  
 Sales Area Description **US04-Appliance & Cookware - 04-Consumer - 2C-Home Appliances**

(b)(6)

Order Status **Shipped**

**Related Cases**

**21764341**

Subject **Pressure cooker- replacement**

Priority **Medium**

Date/Time Opened **5/16/2019 6:45 AM**

Status **Closed**

Owner (b)(6) (b)(6)

----- Forwarded Message ----- From: (b)(6) <(b)(6)> To: (b)(6) <ranell55@yahoo.com> Sent: Thursday, May 16, 2019, 6:34:09 AM EDT Subject:

Description

Sent from my iPad

**Attachments**

**IMG\_1291.JPG**

Size **1.94MB**

Ownership (b)(6) (b)(6)

View [View file](#)

Last Modified **5/16/2019 11:42 AM**

**IMG\_1294.JPG**

Size **1.83MB**

Ownership (b)(6) (b)(6)

View [View file](#)

Last Modified **5/16/2019 11:42 AM**

**IMG\_1293.JPG**

Size **1.42MB**

Ownership (b)(6) (b)(6)

View [View file](#)

Last Modified **5/16/2019 11:42 AM**

**IMG\_1292.JPG**

Size **1.9MB**

Ownership (b)(6) (b)(6)

View [View file](#)

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**

(b)(6)

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:

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| Dear Consumer, |

(b)(6)

You recently contacted our Consumer Service department. |

If you still need our assistance with this case 21717068, 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:\_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 #

(b)(6)

On Monday, May 13, 2019, 10:58:34 AM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

||

(b)(6)

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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,

(b)(6)

The Crock-Pot® Brand

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

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----- 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:
- >
- >
- >
- > 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:\_00Di0Ymyy.\_5000H1HuYNH:ref

New email response for Case Number : 21764288

Name (b)(6)

(b)(6)

Task

Due Date **5/16/2019**

Status **Not Started**

Priority **Normal**

Assigned To

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 #**

**On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <donotreply@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 21717068, 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 ] |

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User **Integration**

Connection

Action **Changed Priority to Medium. Created.**

**Emails**

**Response from CrockPot**

---

Message Date **5/16/2019 11:52 AM**

Has Attachment

Email Address

Status **Sent**

Subject **Response from CrockPot**

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

Hi

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,

The Crock-Pot® Brand

[www.crock-pot.com](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From:  [ranell55@yahoo.com]

Sent: 5/16/2019 6:19 AM

To: [crockpotconsumercare@newellco.com](mailto: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 #

On Wednesday, May 15, 2019, 12:00:40 PM EDT, Newell Brands Notifications <[donotreply@newellco.com](mailto:donotreply@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 21717068, 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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**© 2019 CrockPot, All Rights Reserved |**

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|ref:\_00Di0Ymyy.\_5000H1HvM5t:ref

**Re: CrockPot – Reply for additional assistance with case 21717068**

---

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. 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:

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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. |

| If you did not receive our reply please check your SPAM folder. |

| Sincerely, |

| CrockPot Consumer Service |

| [ ref:\_00Di0Ymyy.\_5000H1HuYNH:ref ] |

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(b)(6)

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| © 2019 CrockPot, All Rights Reserved |

**Re: Response from CrockPot**

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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:**

||  
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|  
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!**

(b)(6)

Sincerely,

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

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----- 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:

>

>

>

>

- > 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:\_00Di0Ymyy.\_5000H1HuYNH:ref

Chatter

Text Posts

(b)(6) (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) (b)(6) please refer to parent case 21764341

May 16, 2019 at 11:40 AM



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

### Case: 21764341

Case Number	21764341 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case	21764288	Case Record Type	Replacement/Refund
Case Origin	Web		
Subject	Pressure cooker- replacement	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Merged to Parent
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Merged to Parent
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1HvM9h:ref ]
Account Number		Ship To	
		Sold To	

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 ----- Forwarded Message ----- From: (b)(6) <(b)(6)>  
 (b)(6) Sent: Thursday, May 16, 2019, 6:34:09 AM EDT Subject:

Sent from my iPad

Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2306

New Email From Customer

Contact Name (b)(6)

New Email Counter 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) : 2019-05-16 15:42:31] Merged to Parent

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

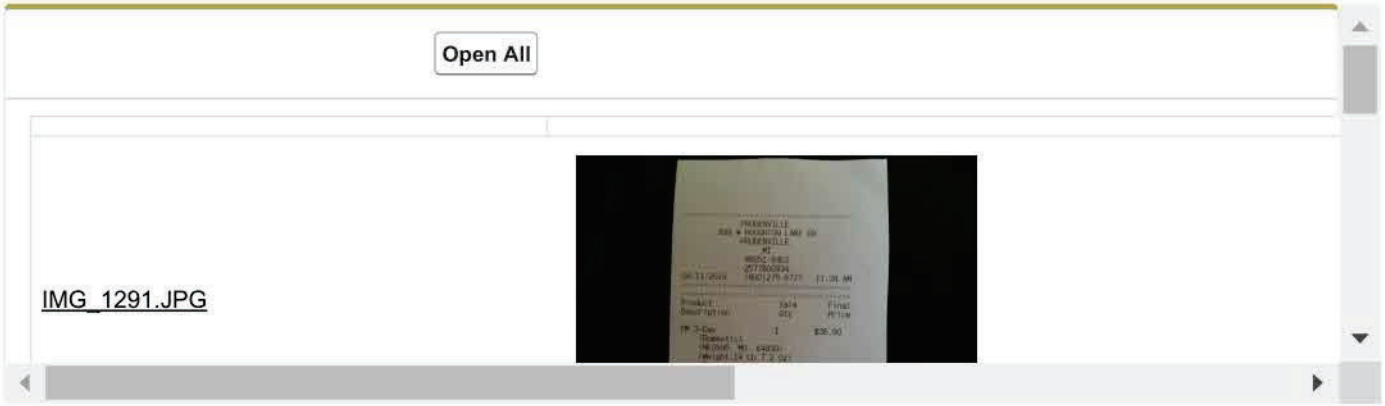
Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)





IMG\_1291.JPG

**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 5/16/2019 6:45 AM

Created By Integration, 5/16/2019 6:45 AM

Date/Time Closed 5/16/2019 11:42 AM

Last Modified By (b)(6) (b)(6) 5/16/2019 11:42 AM

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)

UCID

### Contact Information

Open Risk Case Flag		Open Risk Case Count	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	<input type="text" value="(b)(6)"/>	VIP Consumer	<input type="checkbox"/>
Name	<input type="text" value="(b)(6)"/>	Phone	<input type="text" value="(b)(6)"/>
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	<input type="text" value="(b)(6)"/>
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	<input type="text" value="(b)(6)"/>	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	

**System Information**

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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

**Attachments**

**IMG\_1291.JPG**

Size **1.94MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **5/16/2019 6:45 AM**

**IMG\_1294.JPG**

Size **1.83MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **5/16/2019 6:45 AM**

**IMG\_1293.JPG**

Size **1.42MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **5/16/2019 6:45 AM**

**IMG\_1292.JPG**

Size **1.9MB**  
Ownership **Integration**  
View [View file](#)  
Last Modified **5/16/2019 6:45 AM**

**Case History**

**5/16/2019 11:42 AM**

User (b)(6) (b)(6)  
Connection  
Action **Changed Resolution from Order Placed to Merged to Parent. Changed Reason from Information to Merged to Parent. Changed Status from Open to Closed.**

**5/16/2019 11:39 AM**

User (b)(6) (b)(6)  
Connection  
Action **Changed Resolution to Order Placed. Changed Case Record Type from Consumer Inquiry to Replacement/Refund.**

**5/16/2019 11:38 AM**

User (b)(6) (b)(6)  
Connection  
Action **Changed Reason to Information. Changed Description. Changed Subject to Pressure cooker- replacement. Changed Case Origin from Email to Web.**

**5/16/2019 10:22 AM**

User (b)(6)  
Connection  
Action **Changed Case Owner from Consumer Care Queue to (b)(6) (b)(6)**

5/16/2019 6:45 AM

---

User **Integration**

Connection

Action **Changed Account Name to Generic Consumer Account 2306. Created.**

### Emails

---

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 EDT Subject:

Text Body

Sent from my iPad

### Chatter

Text Posts

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(b)(6) (b)(6) Merged to Parent  
May 16, 2019 at 11:42 AM



- [Close Window](#)
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- [Expand All](#) | [Collapse All](#)

### Case: 22202105

Case Number	22202105 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	crockpot slow cooker - USPS information	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1JfXIC:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

### 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

(b)(6)

Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2306

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

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.
- (b)(6) : 2019-06-28 15:22:02] 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

Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

Case Images

(b)(6)

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	6/27/2019 1:27 PM	Created By	(b)(6)	6/27/2019 1:27 PM
Date/Time Closed		Last Modified By	(b)(6)	6/28/2019 12:47 PM
SAP Notes Update	6/28/2019 12:47 PM	Special Routing		
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	0
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

(b)(6)

Duplicate Contact Identifier  
 Region US  
 Language English  
 Company Name  
 Job Title

Email (b)(6)

Preferred Method  
 Open Moneybacks  
 Contact Lock

**Address Information**

Mailing Address (b)(6) Other Address United States  
 House Number Other Address  
 Country Code ISO Other Address

**Additional Information**

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  Days Since Last Survey 0  
 Survey Unsubscribe Date Last Survey Sent Date

**System Information**

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](#) [Google Maps](#) [Send Gmail](#)  
[Yahoo! Weather](#) [Activity Report by Contact](#)

(b)(6)



### Case History

6/27/2019 1:31 PM

---

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) 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.

June 28, 2019 at 12:47 PM

(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

June 28, 2019 at 11:22 AM

(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

June 27, 2019 at 1:40 PM

---

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### Case: 21356419

Case Number	21356419 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Replacement/Refund
Case Origin	Phone		
Subject	multi cooker blew off on saturday	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Information
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	72h - Auto-Close
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1GOWQc:ref ]
Account Number		Ship To	
		Sold To	

<b>Open Related Cases</b>							<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name	
							<a href="#">Merge Cases</a>

### 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

(b)(6)

Number

Number

Contact Data

Account Name Generic Consumer Account 2306

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 Data

Contact Email (b)(6)

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6) : 2019-04-12 15:46:05]

Consumer replied and provide tracking number, advised not able to view it. Educate to take a picture of return tracking number and verified the name and shipping address. Waiting for consumer reply. Case number: 21356419

(b)(6) : 2019-04-11 22:50:37]

Consumer forwarded the pictures of defective multi cooker, advised that we will wait for return tracking number for us to track her return package. If we see that it is in transit, we will process a replacement for SCCPPC600-V1 as an accommodation. Case number: 21356419

(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 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

Change Sales Area

Update Sales Area

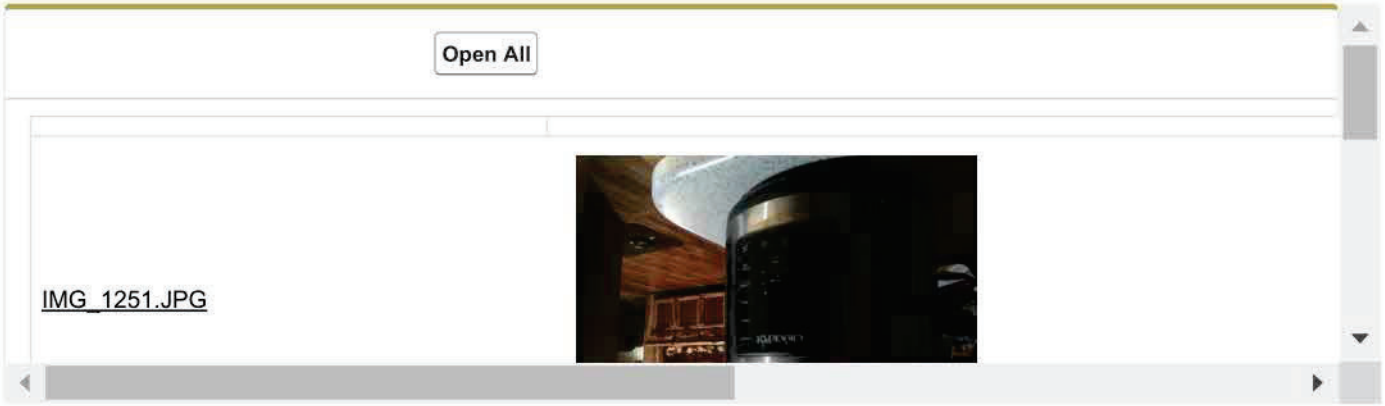
Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

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 4/10/2019 7:04 PM

Created By (b)(6) 4/10/2019 7:04 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

Special Routing

First Email Response 4/10/2019 7:19 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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	<input type="text" value="(b)(6)"/>	VIP Consumer	<input type="checkbox"/>
Name	<input type="text" value="(b)(6)"/>	Phone	<input type="text" value="(b)(6)"/>
Account Name	Generic Consumer Account 2306	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	<input type="text" value="(b)(6)"/>
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	<input type="text" value="(b)(6)"/>	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	

### System Information

Phone Raw	<input type="text" value="(b)(6)"/>	Created By	<input type="text" value="(b)(6)"/>	4/10/2019 7:04 PM
MobilePhone Raw		Last Modified By	<input type="text" value="(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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

### Case Products

**CP-0008227440**

Record Status ✖  
 Product **SCPPPC600V1**  
 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

### Related Cases

**21625004**

Subject **CrockPot | pressure cooker - replacement**  
 Priority **Medium**  
 Date/Time Opened **5/2/2019 10:02 AM**  
 Status **Closed**  
 Owner

Description  
**You stated you needed pictures and tracking number and 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**   
**Sent from my iPhone**

### Attachments

<b>IMG_1252.JPG</b>	<b>IMG_1251.JPG</b>
Size <b>1.8MB</b>	Size <b>2.07MB</b>
Ownership <b>Integration</b>	Ownership <b>Integration</b>
View <b><a href="#">View file</a></b>	View <b><a href="#">View file</a></b>
Last Modified <b>4/11/2019 7:11 AM</b>	Last Modified <b>4/11/2019 7:11 AM</b>

### Activity History

**Email: Response from CrockPot**

Name   
 Task   
 Due Date **4/12/2019**  
 Assigned To   
 Last Modified Date/Time **4/12/2019 11:45 AM**

**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:\_00Di0Ymyy.\_5000H1GOWQc:ref

**Email: Response from CrockPot**

---

Name (b)(6)

Task ✓

Due Date 4/11/2019

Assigned To (b)(6)

Last Modified Date/Time 4/11/2019 6:49 PM

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)

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.

(b)(6)



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:\_00Di0Ymyy.\_5000H1GOWQc:ref

Open Activities

New email response for Case Number : 21356419

Name (b)(6)

Task

Due Date 4/11/2019

Status Not Started

Priority Normal

Assigned To (b)(6)

Comments tracking number: expected delivery date 4-15-19usps tracking # (b)(6)  
(b)(6) (b)(6)

On Thursday, April 11, 2019, 6:49:31 PM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

||  
| |  
|

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

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

| |  
| |  
| |

ref:\_00Di0Ymyy\_5000H1GOWQc:ref

**New email response for Case Number : 21356419**

---

Name (b)(6)

Task

Due Date 4/11/2019

Status **Not Started**

Priority **Normal**

Assigned To (b)(6)

Comments (b)(6) (b)(6)

I 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!**

**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)

(b)(6)

The Crock-Pot® Brand

http://www.crock-pot.com

|  
|  
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|

ref:\_00Di0Ymyy.\_5000H1GOWQc:ref

**Case History**

**4/15/2019 2:00 PM**

User Integration  
Connection  
Action **Changed Resolution from Reply to 72h - Auto-Close. Changed Reason from Accommodation to Information. Changed Status from Waiting on Consumer to Closed.**

**4/10/2019 7:22 PM**

User (b)(6)  
Connection  
Action **Changed Resolution to Reply. Changed Reason from Complaint to Accommodation. Changed Status from Open 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**

User (b)(6)  
Connection  
Action **Changed Account Name to Generic Consumer Account 2306. Created.**

**Emails**

**Response from CrockPot**

Message Date **4/12/2019 11:45 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.ImageServer?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) (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?  
  
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

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

ref: \_00Di0Ymyy.\_5000H1GOWQc:ref

**Re: Response from CrockPot**

---

Message Date 4/11/2019 10:28 PM

Has Attachment

Email Address (b)(6)

Status Replied

Subject Re: Response from CrockPot

Text Body tracking number: expected delivery date 4-15-19usps tracking # (b)(6)  
(b)(6) (b)(6)

On Thursday, April 11, 2019, 6:49:31 PM EDT, CrockPot Consumer Care <crockpotconsumercare@newellco.com> wrote:

||  
| |  
|  
|  
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

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

|  
| |  
| |

(b)(6)

| |

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.ImageServer?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](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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) (b)(6)

I am attaching pictures On Wednesday, April 10, 2019, 7:19:51 PM EDT, CrockPot Consumer Care <[crockpotconsumercare@newellco.com](mailto:crockpotconsumercare@newellco.com)> wrote:

| |  
| |  
| |  
| |

Dear (b)(6)

Thank you for contacting Crock-Pot® Brand!

(b)(6)

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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

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

(b)(6)

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

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 verified the name and shipping address. Waiting for consumer reply. Case number: 21356419  
 April 12, 2019 at 11:46 AM

(b)(6) Consumer forwarded the pictures of defective multi cooker, advised that we will wait for return tracking number for us to track her return 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

Case Number	20569727 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	Express Unit	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1E04YL:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Open Related Cases						
<a href="#">Merge Cases</a>						
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 Consumer called in because she said she got burnt an never got called back.

(b)(6)



I advised the consumer that yes it is a different department handing them but i have no way to transfer her to them.

Other Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2259

New Email From 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 [(b)(6)] : 2019-03-01 21:58:31] please refer to 20479739

[(b)(6)] 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.

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  
 Shipping Street  
 Shipping City  
 Shipping State/Province  
 Shipping Zip/Postal Code  
 Shipping Country United States  
 Shipping Email  
 Shipping Phone

**System Information**

Date/Time Opened	1/29/2019 4:34 PM	Created By	(b)(6)	1/29/2019 4:34 PM
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		
Survey Date		Owner Division	HGS	
Other Call Data		Created By Division	HGS	
UCID				

**Contact Information**

Open Risk Case Flag		Open Risk Case Count	1
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6) (b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6) (b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2259	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	

http (b)(6)

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks

Company Name

Contact Lock

Job Title

Address Information

Mailing Address (b)(6)

Other Address United States

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 120

Survey Unsubscribe Date

Last Survey Sent Date 3/5/2019

System Information

Phone Raw (b)(6)

Created By (b)(6) (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 4:58 PM

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) (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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## Case: 20955523

Case Number	20955523 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case	20479739	Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	SCCPPC600V1	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Closed
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Transferred to Other
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ ref:_00Di0Ymyy._5000H1EdYBH:ref ]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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 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 Contact Us Data

External Order Number

External Refund Number

Contact Data

Account Name Generic Consumer Account 2259

New Email From Customer

Contact Name (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 (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.

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  
 Shipping Street  
 Shipping City  
 Shipping State/Province  
 Shipping Zip/Postal Code  
 Shipping Country United States  
 Shipping Email  
 Shipping Phone

### System Information

Date/Time Opened	3/1/2019 4:55 PM	Created By	(b)(6) (b)(6)	3/1/2019 4:55 PM
Date/Time Closed	3/1/2019 4:56 PM	Last Modified By	(b)(6) (b)(6)	3/1/2019 4:56 PM
SAP Notes Update	3/1/2019 4:56 PM	Special Routing		
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	1
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	(b)(6) (b)(6)	VIP Consumer	<input type="checkbox"/>
Name	(b)(6) (b)(6)	Phone	(b)(6)
Account Name	Generic Consumer Account 2259	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address (b)(6) Other Address United States

United States

House Number Other Address

Country Code ISO Other Address

**Additional Information**

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	120
Survey Unsubscribe Date	Last Survey Sent Date	3/5/2019

**System Information**

Phone Raw	(b)(6)	Created By	(b)(6) (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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

**Case History**

3/1/2019 4:56 PM

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

Connection

Action **Changed Status from Open to Closed.**

3/1/2019 4:55 PM

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

Connection

Action **Created.**

**Chatter**

Text Posts

(b)(6)



(b)(6) (b)(6) please refer to 20479739

March 1, 2019 at 4:56 PM

---

(b)(6) (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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### Case: 20479739

#### Custom Links

#### Not Risk

Case Number	20479739 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case		Case Record Type	RM Risk
Case Origin	Phone		
Subject	SCCPPC600V1	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Information
Region	US	Status	Open
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Transferred to Other
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ ref:_00Di0Ymyy._5000H1DzQVh:ref ]
		Sold To	

**Open Related Cases**

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<input type="button" value="Merge Cases"/>						

#### 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 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 2259

New Email From Customer

Contact Name (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 (b)(6) : 2019-07-01 20:22:46] attempted to call consumer but to no response. left VM on how to contact us.

(b)(6) : 2019-06-28 15:24:19] attempted to call consumer but to no response. left VM on how to contact us.

(b)(6) : 2019-06-27 17:19:52] attempted to call consumer but to no response. left VM on how to contact us.

(b)(6) : 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.

<b>Change Sales Area</b>	<input type="button" value="Update Sales Area"/>
Sales Organization	US04-Appliance & Cookware ▼
Distribution Channel	04-Consumer ▼
Division	2C-Home Appliances ▼
<input type="button" value="Update Sales Area"/>	

**Case Images**

No Images found !

**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

Incident Date

Incident Location

Store of Purchase

Hospital/Doctor Visit

Hospital/Doctor Report

Keyword Type

Keyword Root

Keyword Body Part

**Receive Product Information**

Product Received Date

Number of products being returned

Number of products received

**Description**

Description Summary

**Claim Refund/Replacement Information**

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 Information**

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 Damage 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**

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


ht (b)(6)

SAP Notes Update 7/1/2019 4:22 PM  
 First Email Response  
 Survey Date  
 Other Call Data  
 UCID

Special Routing  
 Legacy Incident Number  
 Owner Division Araneta  
 Created By Division HGS

### Contact Information

---

Open Risk Case Flag		Open Risk Case Count	1
Consumer Hold	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	<input type="text" value="(b)(6)"/> <input type="text" value="(b)(6)"/>	VIP Consumer	<input type="checkbox"/>
Name	<input type="text" value="(b)(6)"/> <input type="text" value="(b)(6)"/>	Phone	<input type="text" value="(b)(6)"/>
Account Name	Generic Consumer Account 2259	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	<input type="text" value="(b)(6)"/>
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	<input type="text" value="(b)(6)"/>	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 <input type="checkbox"/>	Days Since Last Survey	120
Survey Unsubscribe Date	Last Survey Sent Date	3/5/2019

### System Information

Phone Raw	<input type="text" value="(b)(6)"/>	Created By	<input type="text" value="(b)(6)"/> <input type="text" value="(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](#)
[Google Maps](#)
[Send Gmail](#)  
[Yahoo! Weather](#)
[Activity Report by Contact](#)

### Case Products

CP-0007818930

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

### Related Cases

20955523

Subject **SCCPPC600V1**  
 Priority **Medium**  
 Date/Time Opened **3/1/2019 4:55 PM**  
 Status **Closed**  
 Owner    
 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.**

### Case History

3/1/2019 4:56 PM

User   
 Connection  
 Action **Changed Case Record Type from Consumer Inquiry to RM Risk.**

3/1/2019 4:55 PM

User   
 Connection  
 Action **Changed Case Owner from   to**

**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 3:21 PM**

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

Connection

Action **Changed Description.****1/28/2019 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 3:03 PM**

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

Connection

Action **Changed Account Name to Generic Consumer Account 2259. Created.****Chatter****Text Posts**

(b)(6) attempted to call consumer but to no response. left VM on how to contact us.  
[July 1, 2019 at 4:22 PM](#)

(b)(6) attempted to call consumer but to no response. left VM on how to contact us.  
[June 28, 2019 at 11:24 AM](#)

(b)(6) attempted to call consumer but to no response. left VM on how to contact us.  
[June 27, 2019 at 1:19 PM](#)

(b)(6) 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.  
[March 1, 2019 at 5:07 PM](#)

(b)(6) (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.  
[January 28, 2019 at 3:10 PM](#)

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## Case: 21292959

<b>Case Number</b>	21292959 <a href="#">[View Hierarchy]</a>	<b>Case Owner</b>	(b)(6)
<b>Parent Case</b>		<b>Case Record Type</b>	Consumer Social Inquiry
<b>Store Number</b>			
<b>Case Origin</b>	Review	<b>Brand</b>	CrockPot
<b>Subject</b>	BV - 1 Star - Horrible blew up	<b>Sub-Brand</b>	
<b>Priority</b>	Medium	<b>Reason</b>	Consumer Feedback
<b>Case Language</b>	English	<b>Status</b>	Closed
<b>Region</b>	US		
<b>Social Network</b>		<b>Resolution</b>	Reply
<b>Knowledge Notes</b>		<b>Licensee</b>	
<b>Assigned Skill</b>		<b>Has Recall?</b>	NO
<b>Ref Id</b>	[ ref:_00Di0Ymyy._5000H1GNByC:ref ]	<b>Case Group</b>	Consumer
<b>Region Flag</b>		<b>Ship To</b>	
<b>Inspection Matches Claim</b>		<b>Sold To</b>	
<b>Account Number</b>		<b>Review Rating</b>	1
<b>Source</b>	BazaarVoice	<b>Call Back Required</b>	
<b>Initial Post Time (Minutes)</b>		<b>Link</b>	<a href="https://www.crock-pot.com/multi-cookers/express-crock/crock-pot-6-quart-express-crock-multi-cooker/SCCPPC600-V1.html">https://www.crock-pot.com/multi-cookers/express-crock/crock-pot-6-quart-express-crock-multi-cooker/SCCPPC600-V1.html</a>
<b>First Social Response Time(Hours)</b>			
<b>First Social Response Business Hours</b>			
<b>First Post to First Response(Hours)</b>			

<b>Open Related Cases</b>							<a href="#">Merge Cases</a>
<input type="checkbox"/>	<b>Case Number</b>	<b>Subject</b>	<b>Brand</b>	<b>Contact Name</b>	<b>Date Opened</b>	<b>Owner Name</b>	
							<a href="#">Merge Cases</a>

### 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** 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 Number

External Refund 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!

<b>Change Sales Area</b>		<input type="button" value="Update Sales Area"/>
Sales Organization	US04-Appliance & Cookware ▼	
Distribution Channel	04-Consumer ▼	
Division	2C-Home Appliances ▼	
		<input type="button" value="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 4/4/2019 11:33 AM Created By (b)(6) 4/4/2019 11:33 AM


Date/Time Closed 5/1/2019 6:09 PM Last Modified By (b)(6) 5/1/2019 6:09 PM

(b)(6)

SAP Notes Update	5/1/2019 6:09 PM	Special Routing	
First Email Response	4/4/2019 11:40 AM	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	<input type="checkbox"/>	High Profile	<input type="checkbox"/>
Contact Owner	<input type="text" value="(b)(6)"/>	VIP Consumer	<input type="checkbox"/>
Name	Consumer Unknown	Phone	
Account Name	Generic Consumer Account 2303	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	<input type="text" value="(b)(6)"/>
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

### Address Information

Mailing Address	United States	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

### Additional Information

Birthdate	Brand Preferences
Gender	Mass_Communication Opt Out <input type="checkbox"/>
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 Information**

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

**Custom Links**

[Google Search](#)  
[Yahoo! Weather](#)

[Google Maps](#)  
[Activity Report by Contact](#)

[Send Gmail](#)

**Case Products**

CP-0008195170

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

**Activity History**

Email: Response from CrockPot

Name Consumer Unknown

Task

Due Date 5/1/2019

Assigned To (b)(6)

Last Modified Date/Time 5/1/2019 6:08 PM

Comments Additional To: (b)(6)

CC:

BCC:

Attachment:

Subject: Response from CrockPot

Body:

Dear Consumer,

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!

(b)(6)

Sincerely,

(b)(6)

The Crock-Pot® Brand

www.crock-pot.com

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

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

----- 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:

(b)(6)

**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.

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)

(b)(6)

**The Crock-Pot® Brand**

[www.crock-pot.com](http://www.crock-pot.com)

----- 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.

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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

(b)(6)



Name **Consumer Unknown**

Task

Due Date **4/4/2019**

Assigned To

Last Modified Date/Time **4/4/2019 11:40 AM**

Additional To:

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 e-mail.

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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,

Crock-Pot Consumer Care  
<https://www.Crock-Pot.com>

ref:\_00Di0Ymyy.\_5000H1GNByC:ref

Case History  
5/1/2019 6:09 PM

User (b)(6)

Connection

Action **Changed Status from Waiting on Consumer to Closed.**

**4/4/2019 11:37 AM**

User (b)(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.**

**Emails**

**Response from CrockPot**

Message Date **5/1/2019 6:08 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.ImageServer?id=0150H00000Eb3zv&oid=00Di0000000Ymyy>]

Dear Consumer,

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](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From: CrockPot Consumer Care [[crockpotconsumercare@newellco.com](mailto: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.ImageServer?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](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From: CrockPot Consumer Care [[crockpotconsumercare@newellco.com](mailto: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)
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Instructions:

**Model Number** - can be found on the UL label located on the bottom or back of the product.

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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)

(b)(6)

Crock-Pot Consumer Care  
<https://www.Crock-Pot.com> <<https://www.Crock-Pot.com>>  
 ref:\_00Di0Ymyy\_5000H1GNByC:ref

## Response from CrockPot

---

Message Date 4/24/2019 4:54 PM  
 Has Attachment   
 Email Address (b)(6)  
 Status Replied  
 Subject Response from CrockPot  
 Text Body [Inline image URL : <https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy>]

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](http://www.crock-pot.com) <<http://www.crock-pot.com>>

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

From: CrockPot Consumer Care [[crockpotconsumercare@newellco.com](mailto:crockpotconsumercare@newellco.com)]  
 Sent: 4/4/2019 11:40 AM  
 To: (b)(6)  
 Subject: BV - 1 Star - Horrible blew up

Hi, Consumer!

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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:

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- 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.

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(b)(6)

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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) No response received from the consumer. Closing the case.  
May 1, 2019 at 6:09 PM

(b)(6) No response received from the consumer. Sent follow up/reminder. Informed the consumer of the 72h auto close.  
April 24, 2019 at 4:55 PM

(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

Case Number	21641331 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Parent Case	21495345	Case Record Type	Replacement/Refund
Case Origin	Phone		
Subject	multicooker- lid blew up	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Accommodation
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Order Placed
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1GsASS:ref ]
Account Number		Ship To	
		Sold To	

Open Related Cases						
<a href="#">Merge Cases</a>						
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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

(b)(6)

Number

Number

### Contact Data

Account Name Generic Consumer Account 2310

New Email From Customer

Contact Name (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 (b)(6) : 2019-05-10 12:50:22]

Consumer said she has a SCCPPC600V1 and the lid blew up. She is asking for a replacement and a prepaid label for her return.

Outcome:

Created a prepaid label with tracking number, (b)(6) Also created an order for SCCPPC800V1 with order number, 1029974774. Offered survey.

### Change Sales Area

Update Sales Area

Sales Organization US04-Appliance & Cookware ▼

Distribution Channel 04-Consumer ▼

Division 2C-Home Appliances ▼

Update Sales Area

### Case Images

Open All

SignatureImage (b)(6) GIF

(b)(6)

### Receive Product Information

Product Received Date

Number of products being returned

(b)(6)



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 5/3/2019 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) 5/10/2019 8:50 AM

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 Information**

Open Risk Case Flag



Open Risk Case Count 0

Consumer Hold

High Profile

Contact Owner (b)(6) (b)(6)

VIP Consumer

Name Ms. (b)(6) (b)(6)

Phone (b)(6)

Account Name Generic Consumer Account 2310

Mobile

Account Number

Home Phone

Contact Type

Other Phone

(b)(6)

Consumer

Duplicate Contact

Fax

Duplicate Contact Identifier

Email (b)(6)

Region US

Preferred Method

Language English

Open Moneybacks

Company Name

Contact Lock

Job Title

Address Information

Mailing Address

(b)(6)

Other Address

United States

House Number Other Address

Country Code ISO Other Address

Additional Information

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

Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

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](#)

(b)(6)

**Case Products**

**CP-0008411037**

Record Status ✖

Product **SCPPC600V1**

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**

SignatureImage\_ (b)(6) GIF

Size **10KB**

Ownership **Integration**

View [View file](#)

Last Modified **5/14/2019 8:20 AM**

SignatureImage\_ (b)(6) GIF

Size **10KB**

Ownership (b)(6)

View [View file](#)

Last Modified **5/14/2019 8:20 AM**

**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

(b)(6)

Action **Changed Reason from Information to Complaint.**

**5/3/2019 2:22 PM**

---

User (b)(6)

Connection

Action **Changed Subject from multicooker- lid blow up to multicooker- lid blew up.**

**5/3/2019 2:13 PM**

---

User (b)(6)

Connection

Action **Created.**

### Chatter

#### Text Posts

---

(b)(6) Consumer said she has SCCPPC600V1 and the lid blew up. She is asking for a replacement and a prepaid label for her return. Outcome: Created a prepaid label with tracking number, (b)(6) Also created an order for SCCPPC800V1 with order number, 1029974774. Offered survey.  
May 10, 2019 at 8:50 AM

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## Case: 21495345

Case Number	21495345 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6) (b)(6)
Parent Case		Case Record Type	Replacement/Refund
Case Origin	Phone		
Subject	multicooker-blow up	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Information
Region	US	Status	Closed
Knowledge Article Needed	<input type="checkbox"/>	Resolution	72h - Auto-Close
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Consumer
Repaired by		Ref Id	[ ref:_00Di0Ymyy._5000H1Gq2Xb:ref ]
Account Number		Ship To	
		Sold To	

**Open Related Cases** [Merge Cases](#)

<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
<a href="#">Merge Cases</a>						

### 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

(b)(6)

Number

Number

**Contact Data**

Account Name Generic Consumer Account 2310

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)

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 happened

A: advise to send them a ppsl and return back the unit to us  
- and we gonna upgrade their unit with the 8 qt multi cooker since she dont want to have the same model

D: waiting on consumer's response

**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 !

**Receive Product Information**

Product Received

Number of products

(b)(6)

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 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**

Open Risk Case Flag



Open Risk Case Count 0

Consumer Hold

High Profile

Contact Owner (b)(6) (b)(6)

VIP Consumer

Name Ms. (b)(6) (b)(6)

Phone (b)(6)

Account Name Generic Consumer Account 2310

Mobile

Account Number

Home Phone

(b)(6)

Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

**Additional Information**

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	

**System Information**

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](#)

(b)(6)



**Case Products**

**CP-0008304767**

Record Status ✖

Product **SCPPPC600V1**

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

Description

**Activity History**

**Email: Response from CrockPot**

---

Name

Task

Due Date **4/24/2019**

Assigned To

Last Modified Date/Time **4/24/2019 11:49 AM**

**Additional To:**

**CC:**

**BCC:**

**Attachment:**

**Subject: Response from CrockPot**

**Body:**

Hi

Comments **Please attach the photos here. Thank you!**

**Sincerely,**

**The Crock-Pot® Brand**

**www.crock-pot.com**

**ref:\_00Di0Ymyy.\_5000H1Gq2Xb:ref**

**Case History**

4/26/2019 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 11:53 AM

User (b)(6) (b)(6)  
 Connection  
 Action **Changed Status from Open to Waiting on Consumer.**

4/24/2019 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 11:24 AM

User (b)(6) (b)(6)  
 Connection  
 Action **Changed Account Name to Generic Consumer Account 2310. Created.**

**Emails**

**Response from CrockPot**

Message Date **4/24/2019 11:49 AM**  
 Has Attachment   
 Email Address (b)(6)  
 Status **Sent**  
 Subject **Response from CrockPot**  
 [Inline image URL : <https://newellrubbermaid.my.salesforce.com/servlet/servlet.ImageServer?id=0150H00000Eb3zv&oid=00Di000000Ymyy>]  
 Hi (b)(6)  
 Please attach the photos here. Thank you!  
 Text Body  
 Sincerely,  
 (b)(6) (b)(6)  
 The Crock-Pot® Brand  
 www.crock-pot.com <<http://www.crock-pot.com>>  
 ref: \_00Di0Ymyy\_5000H1Gq2Xb: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 footage of what happended A: advise to send them a ppsl and return back the unit to us - and we gonna upgrade their unit with the 8 qt 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

Custom Links	<a href="#">Possible Risk</a>		
Case Number	20341329 <a href="#">[View Hierarchy]</a>	Case Owner	(b)(6)
Contact Name	(b)(6) (b)(6)	Case Record Type	RM Claim
Account Name			
Account Number		Brand	CrockPot
Store Number		Sub-Brand	
Parent Case		Reason	Claims
Case Origin	Phone	Status	Open
Subject	her crokpot exploded, so im sending a ppsl for it.	Resolution	Reply
Priority	Medium	Licensee	
Case Language	English	Has Recall?	NO
Region	US	Case Group	Consumer
Knowledge Article Needed	<input type="checkbox"/>	Ref Id	[ ref:_00Di0Ymyy._5000H1D43On:ref ]
Knowledge Notes		Ship To	
Assigned Skill		Sold To	
Region Flag			
Inspection Matches			
Claim			

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

### 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

(b)(6)

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

External Refund Number

A&C Data

Case Escalation Source

Claim Source

Iron Mountain Box Number

Contact Data

Account Name Generic Consumer Account 2253

New Email From Customer

Consumer Hold

New Email Counter

Contact Phone (b)(6)

Case Email crockpotconsumercare@newellco.com

Contact Email

Declined Marketing Data

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6) 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

(b)(6)

No Images found !

**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

Incident Date

Incident Location

Store of Purchase

Hospital/Doctor Visit

Hospital/Doctor Report

Keyword Type

Keyword Root

Keyword Body Part

**Receive Product Information**

Product Received Date

Number of products being returned

Number of products received

**Description**

Description Summary

**Claim Refund/Replacement Information**

Send Carton?

Carton Order #

Send Replacement?

Replacement Order #

Ordered Refund?

Refund Amount

**Inspection**

Hold for inspection

(b)(6)

Asked for product?

Email CSR upon receipt

Inspected By

Inspection Detail

### 1st Injury Information

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 Damage 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

Check Request Amount USD 0.00

Proposed Property Settlement

Conversation

### System Information

Date/Time Opened 1/16/2019 11:00 AM

Created By (b)(6) 1/16/2019 11:00 AM

Date/Time Closed

Last Modified By (b)(6) 1/18/2019 2:12 PM

SAP Notes Update 1/16/2019 11:04 AM

Special Routing

Survey Date

Legacy Incident Number


Other Call Data

Owner Division HGS

UCID

Created By Division HGS

### Contact Information

Open Risk Case Flag 

Open Risk Case Count 1

Consumer Hold

High Profile

Contact Owner (b)(6)

VIP Consumer

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

Phone (b)(6)

http (b)(6)

Account Name	Generic Consumer Account 2253	Mobile	
Account Number		Home Phone	
Contact Type	Consumer	Other Phone	
Duplicate Contact		Fax	
Duplicate Contact Identifier		Email	(b)(6)
Region	US	Preferred Method	
Language	English	Open Moneybacks	
Company Name		Contact Lock	<input type="checkbox"/>
Job Title			

**Address Information**

Mailing Address	(b)(6)	Other Address	United States
		House Number Other Address	
		Country Code ISO Other Address	

**Additional Information**

Birthdate		Brand Preferences	
Gender		Mass_Communication Opt Out	<input type="checkbox"/>
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	<input type="checkbox"/>	Days Since Last Survey	0
Survey Unsubscribe Date		Last Survey Sent Date	

**System Information**

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](#)

(b)(6)



**Activity History**

PPSL

---

Name (b)(6) (b)(6)  
 Task   
 Due Date  
 Assigned To (b)(6)  
 Last Modified Date/Time 1/18/2019 2:13 PM  
 via email SCCPPC600-V1 bobber valve explod  
 Comments  
 \*\*declined\*\*

**Case History**

1/18/2019 2:12 PM

---

User (b)(6)  
 Connection  
 Action **Changed Reason from Information to Claims. Changed Case Record Type from Replacement/Refund to RM Claim.**

1/18/2019 1:24 PM

---

User (b)(6)  
 Connection  
 Action **Changed Case Record Type from Consumer Inquiry to Replacement/Refund.**

1/16/2019 11:13 AM

---

User (b)(6)  
 Connection  
 Action **Changed Description.**

1/16/2019 11:04 AM

---

User (b)(6)  
 Connection  
 Action **Changed Resolution to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to her crokpot exploded, so im sending a ppsl for it..**

1/16/2019 11:00 AM

---

User (b)(6)  
 Connection  
 Action **Changed Account Name to Generic Consumer Account 2253. Created.**

**Chatter**

**Text Posts**

---

(b)(6) 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.  
 January 16, 2019 at 11:04 AM



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## Case: 20418751

Custom Links		<u>Not Risk</u>	
Case Number	20418751 <a href="#">[View Hierarchy]</a>	Case Owner	Consumer Care Queue
Parent Case	20339610	Case Record Type	RM Risk
Case Origin	Phone		
Subject	ER- EXPRESS CROCK-POT NO CLAIM	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Risk
Region	US	Status	Pending Shipment
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Order Placed
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ ref:_00Di0Ymyy._5000H1Dy9Nf:ref ]
		Sold To	NEWELL RUBBERMAID WEB CONSUMER

Open Related Cases						
						<a href="#">Merge Cases</a>
<input type="checkbox"/>	Case Number	Subject	Brand	Contact Name	Date Opened	Owner Name
						<a href="#">Merge Cases</a>

### 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 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 Order Number

External Refund Number

A&C Data

Case Escalation Source

Claim Source

Iron Mountain Box Number

Contact Data

Account Name Generic Consumer Account 2253

New Email From Customer

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

New Email Counter

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
- (b)(6) : 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) EMAILED PPSL
- (b)(6) : 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

(b)(6)

Case 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

Incident Date

Incident Location

Store of Purchase

Hospital/Doctor Visit

Hospital/Doctor Report

Keyword Type

Keyword Root

Keyword Body Part

Receive Product Information

Product Received Date

Number of products being returned

Number of products received

Description

Description Summary

Claim Refund/Replacement Information

Send Carton?

Carton Order #

Send Replacement?

Replacement Order #

Ordered Refund?

Refund Amount

(b)(6)