From: mmoleswo@bournemouth.ac.uk To help@walmart.com

I want to order a patio set for my sister in Mobile (Al). When I go to checkout, I am told that the postal charge is \$190. This seems a little excessive for a \$100 order! Is it right?

The item is Pinehurst 6-Piece Patio Set \$99.97

Mike Molesworth

Bournemouth England

From: help@walmart.com[SMTP:help@walmart.com] To: Mike Molesworth Subject: Your Shipping Cost Comments

Dear Mr. Molesworth,

Thank you for contacting us at Walmart.com. Your comments and questions are very important to us as we strive to meet your needs.

We're writing to let you know we received your comment about shipping fees. We are always evaluating our shipping policy with the goal of bringing you, our customer, a wide assortment of the products you want, all at Every Day Low Prices. We assure you that we will keep your suggestions in mind as we continue in our efforts to bring you the best possible online shopping experience.

The shipping price listed for this item is correct on our site.

Your complete satisfaction is our number one priority at Walmart.com. If we may be of further assistance, please contact one of our knowledgeable Help Associates. Email us at help@walmart.com, or call us at 1-800-966-6546. We're here to serve you 24 hours a day, 7 days a week!

Sincerely,

Beverly Walmart.com

From: mmoleswo@bournemouth.ac.uk To help@walmart.com

You're telling me that a \$190 shipping fee on a \$100 order is reasonable and an 'everyday low price'?

And then you want me to believe that my business is important to you?

You haven't really got the hang of this e-commerce thing have you? Thanks for your time in replying, but I don't think I'll be placing an order

regards

Mike

From: help@walmart.com[SMTP:help@walmart.com] To: Mike Molesworth Subject: RE: Your Shipping Cost Comments

Dear Mr. Molesworth,

Thank you for contacting us at Walmart.com. Your comments and questions are very important to us as we strive to meet your needs.

We are writing to let you know that Walmart.com has only one Web site, which doesn't contain foreign pages. As a result, all prices on the site are in U.S. dollars. Also, unless an address is an APO or FPO military address, we are unable to ship to foreign countries, including Canada.

We hope to expand our services in the future by offering international shipping. We greatly appreciate your patience concerning this issue.

Your complete satisfaction is our number one priority at Walmart.com. If we may be of further assistance, please contact one of our knowledgeable Help Associates. Email us at help@walmart.com, or call us at 1-800-966-6546. We're here to serve you 24 hours a day, 7 days a week!

Sincerely,

Isaiah Walmart.com

From: mmoleswo@bournemouth.ac.uk To help@walmart.com

Dear Isaiah

I don't think that you understand. I am in England, but my sister is in The US (Mobile to be exact). I want to order a present for her (she has just moved house). Obviously it would make no sense for me to buy a large item in the UK and send it to Alabama, which is why I wanted to use your site.

I've bought loads of stuff from US sites for American friends and relatives in the past. But what I couldn't understand from your site, was why a \$100 order costs \$190 to ship.

BTW, are you using automated responses in your emails?

Mike

From:help@walmart.com[SMTP:help@walmart.com]To:Mike MolesworthSubject:RE:Your Shipping Cost Comments

Dear Mr. Molesworth,

Thank you for contacting us at Walmart.com. Your comments and questions are very important to us as we strive to meet your needs.

I'm writing to let you know we received your comment about shipping fees. We are always evaluating our shipping policy with the goal of bringing you, our customer, a wide assortment of the products you want, all at Every Day Low Prices. We assure you that we will keep your suggestions in mind as we continue in our efforts to bring you the best possible online shopping experience. Also the reason for the information about Walmart.com only having a domestic website is because you would be able to order with a foreign credit card or billing address. We are sorry for the inconvenience that this may have caused.

Your complete satisfaction is our number one priority at Walmart.com. If we may be of further assistance, please contact one of our knowledgeable Help Associates. Email us at help@walmart.com, or call us at 1-800-966-6546. We're here to serve you 24 hours a day, 7 days a week!

Sincerely,

Isaiah Walmart.com

From: mmoleswo@bournemouth.ac.uk To help@walmart.com

Sorry, does this mean I can order or I can't? I have a credit card that I have used on US websites loads of times, but it would be for a UK billing address. You still have not answered my question about why a \$100 order costs \$190 to ship.

Any chance that a human could respond rather than a machine?

Mike

From:help@walmart.com[SMTP:help@walmart.com]To:Mike MolesworthSubject:RE:Your Shipping Cost Comments

Dear Mr. Molesworth,

Subject: Re: Your Payment Method Question

Thank you for contacting us at Walmart.com. Your comments and questions are very important to us as we strive to meet your needs.

We are writing to let you know that Walmart.com accepts Visa, MasterCard, American Express, Discover and Wal-Mart Credit Cards online. We also accept debit cards (sometimes also referred to as "check cards," "ATM cards," or "banking cards"), but only those with a Visa or MasterCard logo on the front. We're sorry, but our system is not set up to accept credit cards that are not issued by a U.S. bank at this time.

Your complete satisfaction is our number one priority at Walmart.com. If we may be of further assistance, please contact one of our knowledgeable Help Associates. Email us at help@walmart.com, or call us at 1-800-966-6546. We're here to serve you 24 hours a day, 7 days a week!

Sincerely, Carolyne Walmart.com