

Date: 4/4/2023 3:31:32 PM

Subject: FREEBIRDPUBLISHERS.COM

Hey Wonderful Peoples,

Beware of dealing with these people. Personally I think its one person, diane@freebirdpublishers.com, that runs the entire show.

In 2019 I bought a book from her called, Inmate Shopper. Its filled with interesting things inmates would be wanting. The transaction went smooth. And I liked the book.

It became old and outdated so I ordered a combination packet, The Best 500 Nonprofit Organizations and Inmate Shopper for \$43.98. Invoice 26576, order date 10/28/2022.

I received only the Nonprofit Organizations book. I emailed Diane and inquired. She was curt, "I sent it." That's it. Three words.

I wrote to my mailroom here. The mailroom Sgt says, "Any mail sent went to you." I email Diane again and tell her I didn't get it.

She emails, "I sent it. File a complaint at your prison." Verbatim.

I file the complaint and while I wait for the Inmate Complaint Examiners response I email my sister, the person that ordered the combination packet, and mention the lost book. She goes on FreeBirdPublishers website and it says, "WHEN ORDERING MORE THAN ONE BOOK WE SEND THEM SEPARATELY SO THEY DON'T GET LOST."

WTF? So I email Diane again and tell her about what HER website says. No answer. A week later, I email again and tell her about what HER website says. No answer. I'm courteous in EVERY email.

I get the Inmate Complaint Examiners response and her thorough investigation determined only one book was sent based off of what the mailroom Sgt said. Plus, the weight of the package and postage was that of one book.

I snail mail Diane the Examiners report and I again reiterate what her website says about shipping one book at a time. No response.

STILL NO RESPONSE SIX MONTHS LATER.

I give you my word, if Diane had written to me and asked me for \$21.00 I would have given it to her without question. But instead she had to steal from a stupid inmate.

Its funny, in the Inmate Shopper that I do have, she allows "Inmate Reviews" of businesses and of course she prints every complaint about them. But there's not one about her so-called business. And she has numerous pages in her Inmate Shopper advertising things she hawks.

Anyway, beware of dealing with Diane. She intentionally burned me and was unprofessional about dealing with it. I just don't understand.