

APPENDIX

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- a. SAM.GOV Certificate
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RETAIL ECOMMERCE SOLUTION LLC

UniqueEntityID TH2WDJHM1NV7	CAGE / NCAGE 8UUL8	Purpose of Registration All Awards
Registration Status Active Registration	Expiration Date Jul 30, 2026	
Physical Address 19817 Darrin CT Santa Clarita, California 91350 United States	Mailing Address 1968 S. Coast HWY Suite 5004 Laguna Beach, California 92651-3681 United States	

Business Information

Doing Business as SUPPLY STATION USA	Division Name Retail Ecommerce Solution Llc	Division Number (blank)
Congressional District California 27	State / Country of Incorporation California / United States	URL www.supplystationusa.com

Registration Dates

Activation Date Aug 1, 2025	Submission Date Jul 30, 2025	Initial Registration Date Jan 25, 2021
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Entity Dates

Entity Start Date Jun 27, 2019	Fiscal Year End Close Date Jan 01
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Immediate Owner

CAGE (blank)	Legal Business Name (blank)
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Highest Level Owner

CAGE (blank)	Legal Business Name (blank)
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Executive Compensation

In your business or organization's preceding completed fiscal year, did your business or organization (the legal entity to which this specific SAM record, represented by a Unique Entity ID, belongs) receive both of the following: 1. 80 percent or more of your annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements and 2. \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

No

Does the public have access to information about the compensation of the senior executives in your business or organization (the legal entity to which this specific SAM record, represented by a Unique Entity ID, belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

Not Selected

Proceedings Questions

Is your business or organization, as represented by the Unique Entity ID on this entity registration, responding to a Federal procurement opportunity that contains the provision at FAR 52.209-7, subject to the clause in FAR 52.209-9 in a current Federal contract, or applying for a Federal grant opportunity which contains the award term and condition described in 2 C.F.R. 200 Appendix XII?

Yes

Does your business or organization, as represented by the Unique Entity ID on this specific SAM record, have current active Federal contracts and/or grants with total value (including any exercised/unexercised options) greater than \$10,000,000?

No

Within the last five years, had the business or organization (represented by the Unique Entity ID on this specific SAM record) and/or any of its principals, in connection with the award to or performance by the business or organization of a Federal contract or grant, been the subject of a Federal or State (1) criminal proceeding resulting in a conviction or other acknowledgment of fault; (2) civil proceeding resulting in a finding of fault with a monetary fine, penalty, reimbursement, restitution, and/or damages greater than \$5,000, or other acknowledgment of fault; and/or (3) administrative proceeding resulting in a finding of fault with either a monetary fine or penalty greater than \$5,000 or reimbursement, restitution, or damages greater than \$100,000, or other acknowledgment of fault?

Not Selected

Exclusion Summary

Active Exclusions Records?

No**SAM Search Authorization**

I authorize my entity's non-sensitive information to be displayed in SAM public search results:

Yes**Entity Types****Business Types**

Entity Structure

Corporate Entity (Not Tax Exempt)

Profit Structure

For Profit Organization

Entity Type

Business or Organization

Organization Factors

Subchapter S Corporation**Socio-Economic Types****Minority-Owned Business****Self Certified Small Disadvantaged Business****Asian-Pacific American Owned**

Check the registrant's Reqs & Certs, if present, under FAR 52.212-3 or FAR 52.219-1 to determine if the entity is an SBA-certified HUBZone small business concern. Additional small business information may be found in the SBA's Dynamic Small Business Search if the entity completed the SBA supplemental pages during registration.

Financial Information

Accepts Credit Card Payments

Yes

Debt Subject To Offset

No

EFT Indicator

0000

CAGE Code

8UUL8**Electronic Funds Transfer**

Account Type

Checking

Routing Number

*******93**

Lock Box Number

(blank)

Financial Institution

BANK OF AMERICA N.A.

Account Number

*******01****Automated Clearing House**

Phone (U.S.)

6615835308

Email

finance@supplystationusa.com

Phone (non-U.S.)

(blank)

Fax

(blank)**Remittance Address****Retail Ecommerce Solution****1968 S. Coast HWY****Suite 5004****Laguna Beach, California 92651****United States****Taxpayer Information**

EIN

******9056**

Type of Tax

Applicable Federal Tax

Taxpayer Name

Retail Ecommerce Solution LLC

Tax Year (Most Recent Tax Year)

2023

Name/Title of Individual Executing Consent

Owner

TIN Consent Date

Jan 16, 2024

Address


1968 S. Coast HWY

Signature


John Ramirez**Laguna Beach, California 92651****Points of Contact****Accounts Receivable POC**

Feb 06, 2024 10:12:01 AM GMT

<https://sam.gov/entity/THrWDJHM1NV/coreData/status=null>



John I Ramirez, MR
 jpramirez@supplystationusa.com
 6615835308

Electronic Business


John Ramirez
 jpramirez@supplystationusa.com
 6615835308

19817 Darrin CT
Santa Clarita, California 91350
United States

Government Business


John I Ramirez, MR
 jpramirez@supplystationusa.com
 6615835308

19817 Darrin CT
Santa Clarita, California 91350
United States

Service Classifications

NAICS Codes

Primary	NAICS Codes	NAICS Title
Yes	424120	Stationery And Office Supplies Merchant Wholesalers
	325611	Soap And Other Detergent Manufacturing
	325612	Polish And Other Sanitation Good Manufacturing
	339940	Office Supplies (Except Paper) Manufacturing
	423420	Office Equipment Merchant Wholesalers

Size Metrics

IGT Size Metrics

Annual Revenue (from all IGTs)
(blank)

Worldwide

Annual Receipts (in accordance with 13 CFR 121) \$400,000.00	Number of Employees (in accordance with 13 CFR 121) 1
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Location

Annual Receipts (in accordance with 13 CFR 121) (blank)	Number of Employees (in accordance with 13 CFR 121) (blank)
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Industry-Specific

Barrels Capacity (blank)	Megawatt Hours (blank)	Total Assets (blank)
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Electronic Data Interchange (EDI) Information

This entity did not enter the EDI information

Disaster Response

Yes, this entity appears in the disaster response registry.

Bonding Levels	Dollars
(blank)	(blank)

States Any	Counties (blank)	Metropolitan Statistical Areas (blank)
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**California Secretary of State
Electronic Filing**



LLC Registration – Articles of Organization

Entity Name: Retail Ecommerce Solution LLC

Entity (File) Number: 201922610500

File Date: 08/12/2019

Entity Type: Domestic LLC

Jurisdiction: California

Detailed Filing Information

1. Entity Name: Retail Ecommerce Solution LLC

2. Business Addresses:
 - a. Initial Street Address of Designated Office in California: 19817 Darrin Court
Sta Clarita, California 91350
United States

 - b. Initial Mailing Address: 19817 Darrin Court
Sta Clarita, California 91350
United States

3. Agent for Service of Process: John Patrick I Ramirez
19817 Darrin Court
Sta Clarita California 91350
United States

4. Management Structure: One Manager

5. Purpose Statement: The purpose of the limited liability company is to engage in any lawful act or activity for which a limited liability company may be organized under the California Revised Uniform Limited Liability Company Act.

Electronic Signature:

The organizer affirms the information contained herein is true and correct.

Organizer:

John Patrick Ramirez



STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
LIMITED LIABILITY COMPANY

California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 657-5448

For Office Use Only

-FILED-

File No.: BA20251291350

Date Filed: 6/16/2025

Entity Details					
Limited Liability Company Name	RETAIL ECOMMERCE SOLUTION LLC				
Entity No.	201922610500				
Formed In	CALIFORNIA				
Street Address of Principal Office of LLC					
Principal Address	1968 S. COAST HWY, SUITE #5004 LAGUNA BEACH, CA 92651				
Mailing Address of LLC					
Mailing Address	1968 S. COAST HWY, SUITE #5004 LAGUNA BEACH, CA 92651				
Attention	John Patrick Ramirez				
Street Address of California Office of LLC					
Street Address of California Office	1968 S. COAST HWY, SUITE #5004 LAGUNA BEACH, CA 92651				
Manager(s) or Member(s)					
<table border="1"> <thead> <tr> <th>Manager or Member Name</th> <th>Manager or Member Address</th> </tr> </thead> <tbody> <tr> <td>John Patrick Ibasco Ramirez</td> <td>1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651</td> </tr> </tbody> </table>		Manager or Member Name	Manager or Member Address	John Patrick Ibasco Ramirez	1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651
Manager or Member Name	Manager or Member Address				
John Patrick Ibasco Ramirez	1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651				
Agent for Service of Process					
Agent Name	Kayleigh Miles				
Agent Address	1968 S. COAST HWY, LAGUNA BEACH, CA 92651				
Type of Business					
Type of Business	ECOMMERCE, DROPSHIPPING, RETAIL TRADE				
Email Notifications					
Opt-in Email Notifications	Yes, I opt-in to receive entity notifications via email.				
Chief Executive Officer (CEO)					
<table border="1"> <thead> <tr> <th>CEO Name</th> <th>CEO Address</th> </tr> </thead> <tbody> <tr> <td>John Patrick Ibasco Ramirez</td> <td>1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651</td> </tr> </tbody> </table>		CEO Name	CEO Address	John Patrick Ibasco Ramirez	1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651
CEO Name	CEO Address				
John Patrick Ibasco Ramirez	1968 S. COAST HWY #5004 LAGUNA BEACH, CA 92651				
Labor Judgment					
No Manager or Member, as further defined by California Corporations Code section 17702.09(a)(8), has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal is pending, for the violation of any wage order or provision of the Labor Code.					

Electronic Signature

By signing, I affirm under penalty of perjury that the information herein is true and correct and that I am authorized by California law to sign.

John Patrick Ramirez

06/16/2025

Signature

Date

To verify most current certification status go to: <https://www.caleprocure.ca.gov>



Office of Small Business & DVBE Services

Certification ID: 2022320

Legal Business Name:

Retail Ecommerce Solution LLC

Doing Business As (DBA) Name 1:

Supply Station USA

Doing Business As (DBA) Name 2:

Address:

1968 S. Coast Hwy

5004

Laguna Beach

CA 92651

Email Address:

support@supplystationusa.com

Business Web Page:

<https://www.supplystationusa.com>

Business Phone Number:

(661) 502-1906

Business Fax Number:

Business Types:

Non-Manufacturer

Certification Type	Status	From	To
SB(Micro)	Approved	11/03/2022	05/31/2025

Stay informed! KEEP YOUR CERTIFICATION PROFILE UPDATED!

-LOG IN at [CaleProcure.CA.GOV](https://www.caleprocure.ca.gov)

Questions?

Email: OSDSHELP@DGS.CA.GOV

Call OSDS Main Number: 916-375-4940

707 3rd Street, 1-400, West Sacramento, CA 95605

DISPLAY THIS PERMIT CONSPICUOUSLY AT THE PLACE OF BUSINESS FOR WHICH IT IS ISSUED

CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION

SELLER'S PERMIT



PERMIT NUMBER

219733056 - 00003

SUPPLY STATION USA
RETAIL ECOMMERCE SOLUTION LLC
1968 S COAST HWY STE 5004
LAGUNA BEACH CA 92651-3681

START DATE:
December 20, 2022

IS HEREBY AUTHORIZED PURSUANT TO SALES AND USE TAX LAW TO ENGAGE IN THE BUSINESS OF SELLING TANGIBLE PERSONAL PROPERTY AT THE ABOVE LOCATION.

YOU ARE REQUIRED TO OBEY ALL FEDERAL AND STATE LAWS THAT REGULATE OR CONTROL YOUR BUSINESS. THIS PERMIT DOES NOT ALLOW YOU TO DO OTHERWISE.

THIS PERMIT IS NOT VALID AT ANY OTHER ADDRESS.

PLEASE RETAIN THIS DOCUMENT FOR YOUR RECORDS.

THIS PERMIT IS VALID UNTIL REVOKED OR CANCELED AND IS NOT TRANSFERABLE.
FOR GENERAL TAX QUESTIONS, PLEASE CALL OUR CUSTOMER SERVICE CENTER AT 1-800-400-7115 (CRS:711).
FOR INFORMATION ON YOUR RIGHTS, CONTACT THE TAXPAYERS' RIGHTS ADVOCATE OFFICE AT 1-888-324-2798.

CDTFA-442-R REV. 20 (2-22)

A MESSAGE TO OUR PERMIT HOLDER

As a permittee, you have certain rights and responsibilities under the Sales and Use Tax Law. For assistance, we offer the following resources:

- Our website at www.cdtfa.ca.gov.
- Our toll-free Customer Service Center at 1-800-400-7115 (CRS:711). Customer service representatives are available Monday through Friday from 7:30 a.m. to 5:00 p.m. (Pacific time), except state holidays.

As a permittee, you are expected to maintain the normal books and records of a prudent businessperson. You are required to maintain these books and records for no less than four years, and make them available for inspection by a California Department of Tax and Fee Administration (CDTFA) representative when requested. You are also required to know and charge the correct sales or use tax rate, including any local and district taxes. You must notify us if you are buying, selling, adding a location, or discontinuing your business; adding or dropping a partner, officer, or member; or when you are moving any or all of your business locations. This permit is valid only for the owner specified on the permit. A person who obtains a permit and ceases to do business, or never commenced business, shall surrender their permit by immediately notifying CDTFA in writing at this address: California Department of Tax and Fee Administration, Field Operations Division, P.O. Box 942879, Sacramento, CA 94279-0047. You may also surrender the permit to a CDTFA representative.

If you would like to know more about your rights as a taxpayer, or if you are unable to resolve an issue with CDTFA, please contact the Taxpayers' Rights Advocate Office for help by calling 1-888-324-2798 or by faxing 1-916-323-3319.

As authorized by law, information provided by an applicant for a permit may be disclosed to other government agencies.

YOUR RETURN MAILING ADDRESS

NAME: SWYFT FILINGS ATTN: DBA DEPT.

ADDRESS: 3 GREENWAY PLZ STE 1320

CITY: HOUSTON

STATE: TX ZIP CODE: 77046

2021 057579



FILED Mar 09 2021 EXPIRES Mar 09 2026

Dean C. Logan, Registrar - Recorder/County Clerk

Electronically signed by ANNA MOVSISYAN

FICTITIOUS BUSINESS NAME STATEMENT

TYPE OF FILING AND FILING FEE (Check one)

[X] Original- \$26.00 (FOR ORIGINAL FILING WITH ONE BUSINESS NAME ON STATEMENT)

[] Amended Filing- \$26.00 (CHANGES IN FACTS FROM ORIGINAL FILING- REQUIRES PUBLICATION)

[] Refile- \$26.00 (NO CHANGES IN THE FACTS FROM ORIGINAL FILING)

\$5.00 - FOR EACH ADDITIONAL BUSINESS NAME FILED ON SAME STATEMENT, DOING BUSINESS AT THE SAME LOCATION \$5.00- FOR EACH ADDITIONAL OWNER IN EXCESS OF ONE OWNER

The following person(s) is (are) doing business as:

*1. SUPPLY STATION USA

2.

Print Fictitious Business Name(s)

** 19817 DARRIN CT

SANTA CLARITA

Street address of principal place of business CA 91350

LA COUNTY

Mailing address if different

City State /Country Zip COUNTY City State /Country Zip

Articles of Incorporation or Organization Number (if applicable): AI #ON 201922810500

***REGISTERED OWNER(S):

1. RETAIL ECOMMERCE SOLUTION LLC

2.

Full Name/Corp/LLC (P.O. Box not accepted)

Full Name/Corp/LLC (P.O. Box not accepted)

19817 DARRIN CT

Residence Address

Residence Address

SANTA CLARITA CA 91350

City State/Country Zip

City State/Country Zip

CA

If Corporation or LLC - Print State of Incorporation/Organization

If Corporation or LLC - Print State of Incorporation/Organization

3.

4.

Full Name/Corp/LLC (P.O. Box not accepted)

Full Name/Corp/LLC (P.O. Box not accepted)

Residence Address

Residence Address

City State/Country Zip

City State/Country Zip

If Corporation or LLC - Print State of Incorporation/Organization

If Corporation or LLC - Print State of Incorporation/Organization

IF MORE THAN FOUR REGISTRANTS, ATTACH ADDITIONAL SHEET SHOWING OWNER INFORMATION

****THIS BUSINESS IS CONDUCTED BY: (Check one)

- an individual, a General Partnership, a Limited Partnership, a Limited Liability Company, an Unincorporated Association other than a Partnership, a Corporation, a Trust, Copartners, a Married Couple, Joint Venture, State or Local Registered Domestic Partners, a Limited Liability Partnership

****The date registrant started to transact business under the fictitious business name or names listed above: 01/2021

(insert N/A above if you haven't started to transact business)

I declare that all information in this statement is true and correct.

(A registrant who declares as true any material matter pursuant to Section 17913 of the Business and Professions Code that the registrant knows to be false is guilty of a misdemeanor punishable by a fine not to exceed one thousand dollars (\$1,000).)

REGISTRANT(S)/CORP/LLCNAME (PRINT) RETAIL ECOMMERCE SOLUTION LLC

TITLE Manager

REGISTRANT SIGNATURE

[Handwritten Signature]

IF CORP OR LLC, PRINT NAME JOHN RAMIREZ

If corporation, also print corporate title of officer. If LLC, also print title of officer or manager.

This statement was filed with the County Clerk of LOS ANGELES on the date indicated by the filed stamp in the upper right corner.

NOTICE - IN ACCORDANCE WITH SUBDIVISION (a) OF SECTION 17920, A FICTITIOUS NAME STATEMENT GENERALLY EXPIRES AT THE END OF FIVE YEARS FROM THE DATE ON WHICH IT WAS FILED IN THE OFFICE OF THE COUNTY CLERK, EXCEPT, AS PROVIDED IN SUBDIVISION (b) OF SECTION 17920, WHERE IT EXPIRES 40 DAYS AFTER ANY CHANGE IN THE FACTS SET FORTH IN THE STATEMENT PURSUANT TO SECTION 7913 OTHER THAN A CHANGE IN THE RESIDENCE ADDRESS OF A REGISTERED OWNER. A NEW FICTITIOUS BUSINESS NAME STATEMENT MUST BE FILED BEFORE THE EXPIRATION. EFFECTIVE: JANUARY 1, 2014, THE FICTITIOUS BUSINESS NAME STATEMENT MUST BE ACCOMPANIED BY THE AFFIDAVIT OF IDENTITY FORM.

THE FILING OF THIS STATEMENT DOES NOT OF ITSELF AUTHORIZE THE USE IN THIS STATE OF A FICTITIOUS BUSINESS NAME IN VIOLATION OF THE RIGHTS OF ANOTHER UNDER FEDERAL, STATE, OR COMMON LAW (SEE SECTION 14411 ET SEQ., BUSINESS AND PROFESSIONS CODE).

I HEREBY CERTIFY THAT THIS COPY IS A CORRECT COPY OF THE ORIGINAL STATEMENT ON FILE IN MY OFFICE. DEAN C. LOGAN, LOS ANGELES COUNTY CLERK

BY: A. MOVSISYAN, Deputy

This is a true and certified copy of the record
if it bears the seal, imprinted in purple ink,
of the Registrar-Recorder/County Clerk

MAR 09 2021

Deane C. Loggin REGISTRAR-RECORDER/COUNTY CLERK
LOS ANGELES COUNTY, CALIFORNIA





Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN
Registrar-Recorder/County Clerk

AFFIDAVIT OF IDENTITY – FICTITIOUS BUSINESS NAME STATEMENT

If submitting the Fictitious Business Name Statement by **MAIL** or through a **THIRD PARTY**, the registered owner **MUST** bring this page to a notary to be **NOTARIZED**. In accordance with Section 17913 of the California Business and Professions Code, the following identifying information is required to file a Fictitious Business Name Statement.

Registrant Name RETAIL ECOMMERCE SOLUTION LLC

Name of Business SUPPLY STATION USA

Registrant Address 19817 DARRIN COURT

Street Address

SANTA CLARITA

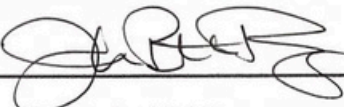
City

CA

State/Country

91350

Zip Code

Registrant Signature 

If the registrant is a corporation, a limited liability company, a limited partnership, or a limited liability partnership, the county clerk will require evidence issued by the Secretary of State indicating the current existence and good standing of that business entity.

*****For Mail or Third Party Requests Only*****

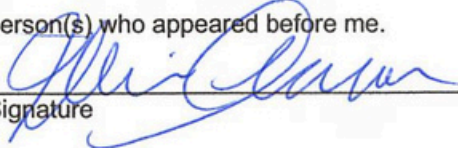
This certificate must be notarized by a Notary Public for all Mail and Third Party Submissions

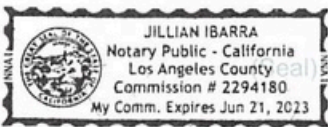
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

STATE OF California)
County of Los Angeles) ss

Subscribed and sworn to (or affirmed) before me on this 09 day of February, 2021, by

John Patrick Ibarra Ramirez —, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature 



FOR OFFICE USE ONLY: *To be completed by Deputy County Clerk for in-person filings only*****

ID #: _____ Exp. Date: _____ Deputy Signature: _____



STATE OF CALIFORNIA
FRANCHISE TAX BOARD
PO BOX 942857
SACRAMENTO CA 94257-0540

FTB Assigned Identification Number - Organized or Registered LLC Taxed as a Corporation

RETAIL ECOMMERCE SOLUTION LLC
19817 DARRIN CT
SANTA CLARITA CA 91350-3687

Notice Number:
3096358211209

IDENTIFICATION NUMBER: **CORP 8280235**

You elected to have your limited liability company (LLC) taxed as a corporation. Therefore, we assigned it this California identification number. Use this number on all California corporation income tax returns, payments, and documents you file with us.

Internet and Telephone Assistance

Website: ftb.ca.gov
Telephone: 800.852.5711 from within the United States
916.845.6500 from outside the United States
TTY/TDD: 800.822.6268 for persons with hearing or speech impairments

FSS Past Performance Questionnaire

1. NAME OF FIRM /AGENCY PROVIDING FEEDBACK: California Department of Fish and Wildlife, Region 5
 PROJECT NAME: FisheriesProgram,Region5
 PERIOD OF PERFORMANCE: _____ CONTRACT TYPE (if applicable): _____
 CONTRACT AWARD DATE: 9/26/23 CONTRACT COMPLETION DATE: Orderrec'd and paid in full
 AWARDED VALUE: \$294.16 CURRENT CONTRACT DOLLAR VALUE: \$294.16

2. NAME OF ASSESSING OFFICIAL: Jennifer Ludovissy
 EMAIL: jennifer.ludovissy@wildlife.ca.gov PHONE NUMBER: 858-467-2702
 ASSOCIATION WITH FIRM BEING RATED (including role): StaffServicesAnalyst,purchaserforRegion 5
 CONTRACT OR ORDER NUMBER (if applicable): PurchaseOrder58246

3. ASSESS THE FOLLOWING AREAS: (Check the appropriate box for each assessment category)

Assessment Categories	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	N/A
a. QUALITY OF PRODUCT OR SERVICE					X	
b. SCHEDULE					X	
c. COST CONTROL					X	
d. BUSINESS RELATIONS					X	
e. MANAGEMENT OF KEY PERSONNEL					X	
f. RELIABILITY					X	
g. CUSTOMER SUPPORT					X	
h. OVERALL PERFORMANCE					X	
i. OTHER AREAS:						
(1)						
(2)						

4. ADDITIONAL COMMENTS:

I have had the pleasure of doing regular business with Sofia Ortega of Retail Ecommerce (Supply Station USA) on behalf of the California Department of Fish and Wildlife for more than three years now. Sofia has been consistently professional and has provided excellent customer service since day one. She is timely and pleasant with her communications, and submits prompt, competitive pricing. On the rare occasion that an issue has arisen with the delivery of an incorrect item (and this is extremely rare), Sofia has always been quick to resolve the matter and have the correct item shipped right away. I have tasked her with a wide range of sometimes out-of-the-ordinary products to source, and she has proven resourceful and makes all attempts to locate them at reasonable prices for me. Whenever I collaborate with fellow purchasing colleagues, Sofia at Retail Ecommerce is always the #1 rep and vendor that I recommend, and is well-known as a favorable vendor to do business with in my region.