



ordered May 23

# 359841652

Arrived June 10th

**Fwd: Academy Sports + Outdoors - Replacement Part Request  
#359841652 [Incident: 220611-000043]**

1 message

**Stephany Samples** <messagebystephany@gmail.com>  
To: Stephany Samples <stephany.samples2016@gmail.com>

Put in Call June 11  
Replai Sat, Jul 2, 2022 at 8:05 AM


----- Forwarded message -----

From: **Academy Sports + Outdoors** <customerservice@academy.com>

Date: Wed, Jun 22, 2022 at 9:59 AM

Subject: Academy Sports + Outdoors - Replacement Part Request #359841652 [Incident: 220611-000043]

To: <messagebystephany@gmail.com>

 Image

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We are continuing to work on your issue. To update your question with additional information, [click here](#)

**Subject**

**Academy Sports + Outdoors - Replacement Part Request #359841652**

Response By Email (Andrea) (06/22/2022 09:59 AM)

Dear Stephany Samples,

Thank you for contacting Academy Sports + Outdoors. You recently reached out to us on 6/11/2022 regarding the missing swivel set on your Beavertail Stealth 2000 Sneakboat Kayak. I have provided the link below which is the Beavertail warranty form for replacement/missing items. Please reach out to us if further assistance is needed.

<https://www.explorebeavertail.com/customer-service/warranty/>

Please feel free to contact us at 888-922-2336 if you have additional questions.

Sincerely,

Andrea  
Customer Care Team Member  
Academy Customer Care  
Academy Sports + Outdoors  
[www.academy.com](http://www.academy.com)

Response By Email (Melissa W.) (06/11/2022 07:38 AM)

Dear Stephany Samples,

Thank you for contacting Academy Sports + Outdoors. We appreciate your business and your recent purchase: Order #: 359841652

Your request for a replacement part has been submitted to the Escalations Team. Please allow our escalations team 3-5 business days to process your request.

Item(s): Beavertail Stealth 2000 Sneakboat Kayak / Stealth 2000 Sneak Boat Brown 12 Length (130380566)

Please feel free to contact us at 888-922-2336 if you have additional questions. The reference number for this request is # 220611-000043

Sincerely,

Melissa W.

Customer Care Team Member  
Academy Customer Care  
Academy Sports + Outdoors

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

Question Reference # 220611-000043

Date Created: 06/11/2022 07:36 AM

Date Last Updated: 06/22/2022 09:59 AM

Status: Open

Need help? [Live Chat](#) with Customer Care.

Academy Sports + Outdoors  
1800 N. Mason Road  
Katy, TX 77449

 Texas since 1938

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Thanks  
Stephany