

**From:** rollychic. com Customer Service <cs@rollychic.com>

**To:** Denise Hutcheson <neesied9@aim.com>

**Subject:** Re: Re: Order #62950 confirmed

**Date:** Tue, Mar 3, 2020 2:53 am

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Hi dear,

How about do we refund you \$8 gift card as compensation.

And you keep the item .

You can use it to buy suitable new one again.

If you return your order,you should wait about one month to have refund.

Please know that if return, the shipping cost of return is much high, which might reaches more than US \$ 30.00. Because international shipping cost is charged based each gram. Could you please accept our solution. We really feel sorry for this.

That is not good way.

Hope you accept this suggestion.

Best Regards

rollychic.com

cs@rollychic.com

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**From:** Denise Hutcheson <neesied9@aim.com>

**Sent:** Monday, March 2, 2020 20:06

**To:** rollychic.com Customer Service <cs@rollychic.com>

**Subject:** Re: Re: Order #62950 confirmed

NO. I am NOT going to keep them or give them to anyone. They are complete trash quality and hideous. I wouldn't even give them to the homeless they are so bad. If a full refund requires them returned then that is what I will do as I have said over and over. What is the return address?

On Monday, March 2, 2020 rollychic. com Customer Service <[cs@rollychic.com](mailto:cs@rollychic.com)> wrote:

Hi dear,

Sorry for waiting!

The returned shipping charge is very expensive, is it possible you keep item?

Maybe you can pass it to your friend as a gift or resale to others.

Is 7 USD gift card acceptable? That's all we can compromise.

Thanks for understanding.

Best Regards

rollychic.com

cs@rollychic.com

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**From:** Denise Hutcheson <neesied9@aim.com>  
**Sent:** Monday, March 2, 2020 10:43  
**To:** rollychic.com Customer Service <cs@rollychic.com>  
**Subject:** Fwd: Re: Order #62950 confirmed

From: Denise Hutcheson <neesied9@aim.com>  
Date: Saturday, February 29, 2020  
Subject: Re: Order #62950 confirmed  
To: cs <cs@rollychic.com>

YOU ARE NOT LISTENING. I WANT A FULL REFUND. THE BOOTS WERE FALSELY ADVERTISED AND EVERYTHING ABOUT THEM IS CHEAP AND HORRIBLE. THEY AREN'T EVEN WORTH A SINGLE PENNY. THERE IS A RETURN ADDRESS ON THE PACKAGE IN YICHANG CHINA. WHAT IS THE RETURN ADDRESS? I CAN'T BELIEVE YOU HAVEN'T BEEN SHUT DOWN FOR FRAUD!!!

-----Original Message-----  
From: rollychic.com Customer Service <cs@rollychic.com>  
To: Denise Hutcheson <neesied9@aim.com>  
Sent: Sat, Feb 29, 2020 1:31 am  
Subject: Re: Order #62950 confirmed

Dear customer,

Sorry for my late response.

We can refund you only after receiving the returned package.

But the international postage is very expensive, ( please noticed the returned address is not on the parcel) and customers need to pay for the postage.

We will really appreciate it if you can receive a \$6 gift card as compensation and keep the item.

Thank you for your understand and patience.

Best Regards  
rollychic.com  
cs@rollychic.com

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**From:** Denise Hutcheson <neesied9@aim.com>  
**Sent:** Friday, February 28, 2020 19:00  
**To:** rollychic.com Customer Service <cs@rollychic.com>  
**Subject:** Re: Order #62950 confirmed

No that is completely unacceptable. I want a full refund. The product may be "popular" as you say but if so it is only because it is falsely advertised. The boots that were sent to me are horrible quality and aren't even worth \$5 in any country and I wouldn't give such an awful product even to a homeless person. They are that bad.

On Friday, February 28, 2020 rollychic. com Customer Service <[cs@rollychic.com](mailto:cs@rollychic.com)> wrote:

Dear customer,

As the return shipping charge is high and need a very long time till we received.

We sincerely suggest if you will consider again to keep the item.

As I see, the style you bought is really popular and cost-effective, maybe you can give it to a suitable friend/family as gift or transfer it to colleagues/neighbors. Which would be perfect. Meanwhile, we would like to make up 5USD gift card for you in this case for our sorry.

So you can buy some other items you like and suitable. How do you think that?

Best Regards

rollychic.com

[cs@rollychic.com](mailto:cs@rollychic.com)

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**From:** Denise Hutcheson <[neesied9@aim.com](mailto:neesied9@aim.com)>

**Sent:** Thursday, February 27, 2020 18:55

**To:** rollychic.com Customer Service <[cs@rollychic.com](mailto:cs@rollychic.com)>

**Subject:** Re: Order #62950 confirmed

You are not understanding. The product IS NOT a good quality at all. They are NOTHING like it was presented and advertised in either color, quality or appearance which is why my money needs to be refunded. The fit is irrelevant to the reason I need to be refunded but in addition to the terrible quality they are too small. My money needs to be refunded. If they need to be returned to you I will do that although they aren't even worth the money it would cost to return them.

On Thursday, February 27, 2020 rollychic. com Customer Service <[cs@rollychic.com](mailto:cs@rollychic.com)> wrote:

Dear customer

Sorry for inconvenience caused.

Just checked the order detail. Please be noticed that quality and appearance of product are always based on the real one you received. Hope to have your understand.

According to pictures, product seems good, could you check if it fits you well? Would you agree to hold the package?

Hope the product fit you well and you will like to wear it.

Best Regards

rollychic.com

[cs@rollychic.com](mailto:cs@rollychic.com)

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**From:** Denise Hutcheson <[neesied9@aim.com](mailto:neesied9@aim.com)>

**Sent:** Wednesday, February 26, 2020 07:21

**To:** rollychic.com Customer Service <[cs@rollychic.com](mailto:cs@rollychic.com)>

**Subject:** Fwd: Order #62950 confirmed

I sent the information you requested a week ago. So when can I expect to receive my refund?

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

From: Denise Hutcheson <neesied9@aim.com>  
To: cs <cs@rollychic.com>  
Sent: Tue, Feb 18, 2020 3:03 pm  
Subject: Re: Order #62950 confirmed

There are no tags or numbers on the boots themselves.

On Sunday, February 16, 2020 rollychic. com Customer Service <cs@rollychic.com> wrote:

Hi there,

Could you please take a photo/video for item you received? In order to solve problem faster, we also advise you take photos for SKU numbers on products and face sheet on packages. Please kindly let us know the seller information and tracking number on this package.

Thanks for your understanding.

Best Regards  
rollychic.com  
cs@rollychic.com

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**From:** Denise Hutcheson <neesied9@aim.com>  
**Sent:** Monday, February 17, 2020 10:26  
**To:** rollychic.com Customer Service <cs@rollychic.com>  
**Subject:** Fwd: Order #62950 confirmed

You responded to my emails during the 2 months that it took for the boots I ordered to finally get here but now you aren't responding. Although the boots aren't worth mailing back to you because the quality is so bad I will do so if that's what it takes to get a refund. Per your policy....

## Refunds

We believe in our products so much that we offer a 30 day No-Hassle refund policy. If you're unhappy about your purchase, send us the product back and we'll refund your money immediately.

Bottom line, how do I get my money refunded???

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

From: Denise Hutcheson <neesied9@aim.com>  
To: cs <cs@rollychic.com>  
Sent: Sat, Feb 15, 2020 4:31 pm  
Subject: Re: Order #62950 confirmed

I FINALLY received the boots after 2 months and they are absolutely hideous, made of what seems to be cheap fake leather and are absolutely NOTHING as they were pictured or described. I would like a full refund!!! I don't even know how you are in business selling such a poor quality product.

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

From: Denise Hutcheson <neesied9@aim.com>

To: cs <cs@rollychic.com>

Sent: Fri, Feb 14, 2020 10:48 am

Subject: Re: Order #62950 confirmed

It has been 2 MONTHS since they were ordered. I don't care what happened to them or where they are I just want a refund.

On Friday, February 14, 2020 rollychic. com Customer Service <cs@rollychic.com> wrote:

Dear customer,

Thanks for your mail.

As I checked your parcel have arrived your country. I believe you will receive it soon. Please kindly wait some more time. Also, you can contact the local post office for delivery, quoting them tracking number: LW320637126CN . And you can track it via this link:

<https://t.17track.net/en#nums=LW320637126CN>

Best Regards

rollychic.com

cs@rollychic.com

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**From:** Denise Hutcheson <neesied9@aim.com>

**Sent:** Friday, February 14, 2020 08:27

**To:** rollychic.com Customer Service <cs@rollychic.com>

**Subject:** Re: Order #62950 confirmed

I STILL have not received my boots. I would like a full refund!!!

On Tuesday, January 14, 2020 rollychic. com Customer Service <cs@rollychic.com> wrote:

Hi friend,

Thanks for your waiting

Your order has been shipped with tracking number LW320637126CN, you can follow it via link:

<https://www.17track.net/en>

The shipping information show the package is on the way now, could you please wait a few days more? It will arrive your address soon. Thanks for your patience.

Please feel free to contact if you have any further question. We're always here to help.

Best Regards

rollychic.com

cs@rollychic.com

From: Denise Hutcheson <neesied9@aol.com>

Sent: Tuesday, January 14, 2020 02:23

To: rollychic.com Customer Service <cs@rollychic.com>

Subject: Re: Order #62950 confirmed

I never received this order & it has already been a full month. That is ridiculous.

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

From: RollyChic <cs@rollychic.com>

To: neesied9 <neesied9@aol.com>

Sent: Fri, Dec 13, 2019 4:56 pm

Subject: Order #62950 confirmed

RollyChic

ORDER #62950

Thank you for your purchase!

Hi Denise, we're getting your order ready to be shipped. We will notify you when it has been sent.

[View your order](#)

[or Visit our store](#)

[Order summary](#)

Women's Mid Calf Credit Card Money Wallet Pocket Boots × 1

Red / US5

\$38.88

Subtotal

\$38.88

Shipping

\$7.99

Total

\$46.87 USD

Customer information

Shipping address

Denise Hutcheson

2500 Caroline St

Fredericksburg VA 22401

United States

Billing address

Denise Hutcheson

2500 Caroline St

Fredericksburg VA 22401

United States

Shipping method

International Shipping

Payment method

Paypal — \$46.87

If you have any questions, reply to this email or contact us at [cs@rollychic.com](mailto:cs@rollychic.com)