

**Subject:** Re: [shenlantiaodong] Re: Refund  
**Date:** Wednesday, August 5, 2020 at 9:38:10 AM Eastern Daylight Time  
**From:** Christina [REDACTED]  
**To:** shenlantiaodong  
**Attachments:** image001.png, Return Policy - nssmdx.pdf

Hi Bess,

This is unacceptable. I requested a cancellation and full refund on July 23, well before the order was created or shipped. Per your cancellation policy, your company guarantees a full refund if a request has been made before the order ships. You knowingly shipped the order AFTER I requested cancellation, in violation of your own policy. I've attached a pdf file which includes your cancellation and return policy. I expect a full refund.

Best,

Christina

--

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** "Bess (shenlantiaodong)" <support@liuweifeihelp.zendesk.com>  
**Reply-To:** shenlantiaodong <support+id1204794@liuweifeihelp.zendesk.com>  
**Date:** Tuesday, August 4, 2020 at 11:05 PM  
**To:** [REDACTED] Christina [REDACTED]  
**Subject:** [shenlantiaodong] Re: Refund

##- 请在此行以上输入您的回复 -##

Your request (1204794) has been updated. To add additional comments, reply to this email.



**Bess (shenlantiaodong)**

2020年8月5日 GMT+8 上午11:05

Dear [REDACTED],

So sorry for the trouble that caused to you.

I'm sorry to tell you that your order has been shipped out. Therefore, we are unable to cancel and refund your order at this time.

This is tracking number is MSE1066242007064256, you can track it via this website:

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

As an exceptional gesture of goodwill, we can give you a 10% discount coupon [OFF10] of the second sale as compensation.

Looking forward to your early reply.

Best regards,

Bess

Customer Service Center



**Christina**

2020年7月31日 GMT+8 下午8:52

No, thank you. I would like a refund. I no longer want the skates.

Best,  
Christina

--



**Bess (shenlantiaodong)**

2020年7月31日 GMT+8 上午11:37

Dear [REDACTED],

Thanks for your purchase on our store.

Actually, our product has a good sale and good quality compare with other sellers'. You are worthy to own them. Is that OK with you? Will it be possible to give others as a gift? Or could you consider that we give you a discount as a way to make up for this? Just suggestion. And we

will keep on handling this.  
Looking forward to hearing from you.

If there are any other questions, please feel free to contact us.

Best regards,  
Bess  
Customer Service Center



**Christina**

2020年7月27日 GMT+8 上午5:38

Hi Bess,

I no longer want the skates.

Best,

Christina

--

[Redacted signature block]



---

**From:** "Bess (shenlantiaodong)" <support@liuweifenhhelp.zendesk.com>  
**Reply-To:** shenlantiaodong <support+id1204794@liuweifenhhelp.zendesk.com>  
**Date:** Sunday, July 26, 2020 at 7:47 AM  
**To:** [Redacted] Christina [Redacted]  
**Subject:** [shenlantiaodong] Re: Refund

##- 请在此行以上输入您的回复 -##

Your request (1204794) has been updated. To add additional comments, reply to this email.

---

**Bess** (shenlantiaodong)

2020年7月26日 GMT+8 下午7:47

Dear [REDACTED]

Thanks for purchasing on our store.

We are so sorry to hear that you would like to cancel your order. Could you please tell us why you want to cancel your order? Your reply is very important to us and we will do our best to improve our service.

If you want to change the type, we can fix that. Thanks for your instant reply.

Looking forward to hearing from you.

Best regards,  
Bess  
Customer Service Center

---

[REDACTED] **Christina**

2020年7月24日 GMT+8 上午9:50

Hello,

I'd like to request a refund on an order that was just placed in my name. Here is the transaction ID: 65563313848996325

Best,  
Christina

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

此电邮是由 shenlantiaodong 提供的服务。由 [Zendesk](#) 提供 | [隐私政策](#)



**Bess (shenlantiaodong)**

2020年7月26日 GMT+8 下午7:47

Dear [REDACTED],

Thanks for purchasing on our store.

We are so sorry to hear that you would like to cancel your order. Could you please tell us why you want to cancel your order? Your reply is very important to us and we will do our best to improve our service.

If you want to change the type, we can fix that. Thanks for your instant reply.

Looking forward to hearing from you.

Best regards,

Bess

Customer Service Center



**Christina**

2020年7月24日 GMT+8 上午9:50

Hello,

I'd like to request a refund on an order that was just placed in my name. Here is the transaction ID: 65563313848996325

Best,  
Christina

