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**Order #4772 confirmed**

6 messaggi

**The Pet Paw Necklace** <petpawnecklace@gmail.com>

5 ottobre 2020 10:15

A: [redacted]

# The Pet Paw Necklace

ORDER #4772

## Thank you for your purchase!

Hi Ilaria, 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](#)

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### Order summary



Personalized Paw Necklace - Rose Gold / Necklace × 1 **\$34.99**

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Subtotal **\$34.99**

Shipping **\$0.00**

Taxes **\$0.00**

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Total **\$34.99 USD**

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### Customer information

Shipping address

Billing address



Italy

Shipping method

Shipping



Italy

Payment method

Paypal — \$34.99

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

**Ilaria Marini** <[redacted]>  
A: PetPawNecklace Mail <petpawnecklace@gmail.com>

15 gennaio 2021 14:47

I am waiting for my order number 4772 for a long time now (I paid for it last October)...when I track the order this message appears "The package has been shipped and is en route to its destination". The last time the package was tracked is on the 2 of December.

Please, answer me... I wrote you almost twice.

Best regards

Ilaria Marini

[Testo tra virgolette nascosto]

**PetPawNecklace Mail** <petpawnecklace@gmail.com>  
A: [redacted]

23 gennaio 2021 06:31

**Hi Ilaria,**

*We're really sorry about this. We would like to inform you that we have forwarded your concern to our relevant department. Please wait 24-48 hours to get the update on this.*

*Thank you and we apologize for this inconvenience,*

**Thanks and Regards,**

**Team Pet Paw Necklace**

[Testo tra virgolette nascosto]

**Ilaria Marini** <[redacted]>  
A: PetPawNecklace Mail <petpawnecklace@gmail.com>

4 febbraio 2021 11:15

Hi,  
I am once again here to ask about my order... nothing changed from my last e mail  
I'm thinking about asking a refund  
Thanks

Ilaria Marini

[Testo tra virgolette nascosto]

**PetPawNecklace Mail** <petpawnecklace@gmail.com>

6 febbraio 2021 03:31

A: Ilaria Marini <[REDACTED]>

**Hi Ilaria,**

*Thanks for contacting us about your order.*

*We really apologize for your inconvenience. We would like to inform you that the response time may take longer time than usual as we are experiencing a high volume of tickets at the moment.*

*We really appreciate your cooperation.*

*For more information, feel free to contact us and we will be more than happy to assist you further.*

**Thanks and Regards,**

**Team Pet Paw Necklace**

[Testo tra virgolette nascosto]

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**Ilaria Marini** <[REDACTED]>  
A: PetPawNecklace Mail <petpawnecklace@gmail.com>

19 marzo 2021 16:29

Onether month passed...

Can you tell me how I can request my money back? At this point I want a refund

Thank you

[Testo tra virgolette nascosto]