

<https://halloweenky.store/products/2021-christmas-decoration-harry-potter-sorting-hat>



Clearance Sale Only \$24.98-Harry Potter™  
Sorting Hat™ Ornament With Sound and  
Motion

\$ 24.98 ~~-\$39.99~~

BUY MORE SAVE MORE :

BUY 1 BUY 2 SAVE 12%+Free Shipping

HOT SALE BUY 3 FREE 1 (4 PCS) SAVE 30%+VIP

SHIPPING

Availability: In stock

- 1 +

[View Detail](#)

ADD TO CART

PayPal

Pay Later

From the website:

**"There's nothing hidden in your head the Sorting Hat can't see..." Relive the Sorting Ceremony, one of the most eagerly anticipated traditions for first-year students at the Hogwarts School of Witchcraft and Wizardry.**



This Christmas tree ornament features the famous Hogwarts Sorting Hat, its magical hat shape will bring you into the magic. which moves and says lines about each house: Gryffindor, Slytherin, Ravenclaw and Hufflepuff (battery-operated).



**Whether you are planning a Harry Potter-themed Christmas tree or looking for the perfect gift for Harry Potter fans, the Sorting Hat will surely meet your requirements!**



**From:** [thebest.quality.service@gmail.com@email.shoplazza.com](mailto:thebest.quality.service@gmail.com@email.shoplazza.com) on behalf of [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com)  
**To:** [deleted for privacy](#)  
**Subject:** Order confirmed  
**Date:** Friday, September 10, 2021 6:32:02 AM

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Halloweenky

Order No. QMR17397

Placed on Sep 10,2021



# Order confirmed

Hi DELETED FOR PRIVACY,  
We're getting your order ready to be dispatched. We will notify you when it has been shipped.

[View Your Order](#)

or [Visit Our Store](#)

## Shipping Information

Free Shipping

ADDRESS DELTED FOR PRIVACY

United States

## Order Summary



Harry Potter™ Sorting Hat™

Ornament With Sound and Motion-

Buy 2 Save 12%+ Free Shipping

Style: BUY 1

SKU: SZZSP001130\*1

\$ 26.98

X 3

\$ 80.94

Need Assistance? Talk to us.

We'll do everything we can to make sure you love your experience with us. Have any questions or feedback? Contact us at [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com)

This email was sent by Halloweenky

**From:** [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com) on behalf of [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com)  
**To:** [DELETED FOR PRIVACY](#)  
**Subject:** Your order has been shipped  
**Date:** Tuesday, September 21, 2021 10:09:26 PM

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Halloweenky

Order No. QMR17397

Placed on Sep 10,2021



# Order Shipped

Hi DELETED FOR PRIVACY,  
Your order has been shipped.  
Track your shipment to see the delivery status.

Track Your Shipment

or [Visit Our Store](#)

## Shipping To

Free Shipping  
ADDRESS DELETED FOR  
PRIVACY United States

## Tracking Number

AQ529565705CN

## Carrier

Other

## Packing & Shipping Items



Harry Potter™ Sorting Hat™  
Ornament With Sound and Motion-  
Buy 2 Save 12%+ Free Shipping

Style: BUY 1

SKU: SZZSP001130\*1

\$ 26.98

X 3

\$ 80.94

Need Assistance? Talk to us.

We'll do everything we can to make sure you love your experience with us. Have any questions or feedback? Contact us at [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com)

This email was sent by Halloweenky



**From:** [DELETED FOR PRIVACY](#)  
**To:** [thebest.quality.service@gmail.com](mailto:thebest.quality.service@gmail.com)  
**Subject:** Re: Order confirmed  
**Date:** Thursday, October 14, 2021 1:04:12 PM

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I received my order today. There is no sound or motion, just a solid ornament. This is not what I ordered, how do I return them?

Sent from my Verizon, Samsung Galaxy smartphone  
Get [Outlook for Android](#)



**From:** [Alvin Pendergrass](#)  
**To:** [DELETED FOR PRIVACY](#)  
**Subject:** Re: Order confirmed  
**Date:** Friday, October 15, 2021 1:50:07 AM

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I am sorry. Because this product comes from our supplier, we have confirmed with them. They cannot inject the sound player into the product because it is an engraved product which requires high-temperature operation. But the item is really exquisite, it is pretty beautiful to decorate a christmas tree with it. In order to show our sincere apology for this issue, we would like to issue a partial refund of 15% to you? Is it acceptable for you? And you don't need to return the package to us which could save your time and money.

Lisa

DELETED FOR PRIVACY <[DELETED FOR PRIVACY](#)> 于2021年10月15日周五 上午 1:04写道:

I received my order today. There is no sound or motion, just a solid ornament. This is not what I ordered, how do I return them?

Sent from my Verizon, Samsung Galaxy smartphone  
Get [Outlook for Android](#)

**From:** [DELETED FOR PRIVACY](#)  
**To:** [Alvin Pendergrass](#)  
**Subject:** Re: Order confirmed  
**Date:** Friday, October 15, 2021 2:22:50 AM

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No, this is not acceptable. I want what was advertised, the ornament "with sound and motion". I already have a nice sorting hat ornament, I ordered this solely based on the sound and motion.

If you don't have the advertised item send a return label and refund my money please.  
Thank you

Sent from my Verizon, Samsung Galaxy smartphone  
Get [Outlook for Android](#)

**From:** [DELETED FOR PRIVACY](#)  
**To:** "Hew Jacqueline"  
**Cc:**  
**Subject:** RE: PayPal controversy  
**Date:** Monday, October 18, 2021 7:26:00 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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As stated previously, we only want what was described and ordered. The only acceptable solution at this time is for you to send a return shipping label so the items can be returned and to refund my money.

Thank you,

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**From:** Hew Jacqueline <service.customer.caring@gmail.com>  
**Sent:** Monday, October 18, 2021 5:12 AM  
**To:** DELETED FOR PRIVACY  
**Subject:** PayPal controversy

I am sorry. Because this product comes from our supplier, we have confirmed with them. They cannot inject the sound player into the product because it is an engraved product which requires high-temperature operation. But the item is really exquisite, it is pretty beautiful to decorate a christmas tree with it.

In order to show our sincere apology for this issue, we would like to issue a partial refund of 40% to you? Is it acceptable for you?

And you don't need to return the package to us which could save your time and money.

Have a wonderful day

XH



**Previous emails from my wife's email address:**

No, this is not acceptable. I want what was advertised, the ornament "with sound and motion". I already have a nice sorting hat ornament, I ordered this solely based on the sound and motion. If you don't have the advertised item send a return label and refund my money please.

Thank you

Sent from my Verizon, Samsung Galaxy smartphone

Get [Outlook for Android](#)

I am sorry. Because this product comes from our supplier, we have confirmed with them. They cannot inject the sound player into the product because it is an engraved product which requires high-temperature operation. But the item is really exquisite, it is pretty beautiful to decorate a christmas tree with it. In order to show our sincere apology for this issue, we would like to issue a partial refund of 15% to you? Is it acceptable for you? And you don't need to return the package to us which could save your time and money.

Lisa

DELETED FOR PRIVACY <DELETED FOR PRIVACY> 于2021年10月15日周五 上午1:04写道：  
I received my order today. There is no sound or motion, just a solid ornament. This is not what I ordered, how do I return them?

Sent from my Verizon, Samsung Galaxy smartphone

Get [Outlook for Android](#)

**From:** [DELETED FOR PRIVACY](#)  
**To:** "STV ELSA"  
**Bcc:**  
**Subject:** RE:  
**Date:** Thursday, October 21, 2021 12:22:00 PM  
**Attachments:** [image001.png](#)

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This is **NOT** acceptable. You sent me an item that I did not purchase. I paid for a Harry Potter Sorting Hat **with Sound and Motion**. This is not what was sent to me. You even confirmed that your supplier wasn't able to put in the sound, which means that there was no motion involved in the first place.

Why am I responsible for paying to return an item that I did not purchase. If you are not able to provide as advertised then you need to pay for the return of the item that was sent to me in error. If you are advertising an item that you cannot fulfill (this item is still listed for sale on your website even though you know that this is not what is being shipped to the purchaser). This is fraud, plain and simple. This is probably why you don't allow for reviews on your website.

I am providing all of your information to my complaint that was filed with PayPal.

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**From:** STV ELSA <[resingirl99@gmail.com](mailto:resingirl99@gmail.com)>  
**Sent:** Thursday, October 21, 2021 4:24 AM  
**To:** DELETED FOR PRIVACY  
**Subject:** Re:

If you are not satisfied with the product, could I suggest that you return the unit for full refund. But please do understand that you need to bear the shipping fee. Besides, according to our company rule, we only allow refunds to our customers when we receive the return unit.

Kim

DELETED FOR PRIVACY <[DELETED FOR PRIVACY](#)> 于2021年10月20日周三 下午7:28写道 :

I will gladly return the items that you willingly sold knowing they were not what you advertised. You will pay for a shipping label to have these items returned to you. Once the items are received at the shipping facility you will receive notice and refund all of my money.

On 10/18/2021 11:29 PM STV ELSA <[resingirl99@gmail.com](mailto:resingirl99@gmail.com)> wrote:

We could give a full refund, but we need you to return the parcel ,we both know the epidemic,it will cost more than 20 days to arrive,we need to arrange a refund after receiving the items ,as the items can be used,how about giving you 50% refund as a compensation, and you don't need to return the items, just for saving your time.



Kim