



(#WEGEGO6479): New customer message on June 20, 2021 at 1:36 pm

1 message

Melina Stasiuk <msstrunk@gmail.com>
To: WeGeGo Contact <contact@wegego.com>

Fri, Jan 7, 2022 at 5:19 PM

Happy New Year!

STILL NO PRODUCT

Melina Stasiuk

On Thu, Nov 4, 2021, 11:05 PM WeGeGo Contact <contact@wegego.com> wrote:
Hi Melina, how are you? I hope you are smiling today.

This is to inform you about your order.

I've checked on our processing team and it shows that the item is still in transit. We are still experiencing delays in our shipments and we apologize for this inconvenience.
Rest assured, you'll receive your package as soon as possible. Thanks for your patience and understanding.

Kind regards,

Stephanie
WeGeGo Support Team

On Mon, 11 Oct 2021 at 14:38, WeGeGo Contact <contact@wegego.com> wrote:
Hey Melina,

I have managed to pull out your order number (#WEGEGO6479) in our database and as of now, we are currently waiting for the carrier to update the tracking information. As soon as it's available, we'll make sure to email it to you immediately.

I understand the frustration this delay has caused you. But due to the huge volume of orders and the ongoing pandemic caused by Covid 19, shipments and tracking information are experiencing delays. This may not be the service that was promised but don't worry, we are doing our best to communicate with the carrier so you can receive your order as soon as possible. Your patience is highly appreciated, Melina. Let me know if you need further assistance by replying to this message. Thank you for understanding. 😊

Kind regards,

Stephanie
WeGeGo Support Team

On Mon, 11 Oct 2021 at 02:02, Melina Stasiuk <msstrunk@gmail.com> wrote:
Ordered c20957888151719.1 May 30. Still no tracking number. Still waiting on product.

Melina Stasiuk

On Wed, Sep 15, 2021, 7:30 PM WeGeGo Contact <contact@wegego.com> wrote:
Hi Melina,

Thank you for keeping in touch.

As much as we love to give the exact location nor the tracking information of your package but due to delays caused by strict rules being implemented complete tracking information is limited. Don't worry, once it's already available, I'll inform you of the complete details. Thanks, Melina! for your patience and understanding. 😊

All the best!

Kind regards,

Stephanie
WeGeGo Support Team

On Thu, 16 Sept 2021 at 00:00, Melina Stasiuk <msstrunk@gmail.com> wrote:
Hello again,

Ordered c20957888151719.1 May 30. Still no tracking number. Please provide information for order or return money in full. This is my final request or I will have to report this to my credit card company.

Thank you,
Melina Stasiuk

On Mon, Jul 12, 2021, 8:27 PM WeGeGo Contact <contact@wegego.com> wrote:

Hi Melina,

I am so sorry if the package is taking so long. Some of the issues from the carrier especially if it is in transit are out of our control. But don't worry, based on our system, your package is currently in transit. The status label may encounter some delays in updating them by the carrier but rest assured your package is on its way now to its destination. I will personally keep an eye to make sure your package won't be lost during transit and you will as soon as possible.

Thank you and have a great day, Melina.

We'll keep in touch.

Kind regards,

Stephanie
WeGeGo Support Team

On Fri, 9 Jul 2021 at 01:08, Melina Stasiuk <msstrunk@gmail.com> wrote:

Still no product. Still no tracking number. I will need to report this to my credit card company.

On Thu, Jul 1, 2021, 6:40 PM WeGeGo Contact <contact@wegego.com> wrote:

Hi Melina,

Please accept our sincere apology for the late response.

I looked up the status of your order and it shows that it's has been processed already and we are currently waiting for the carrier to update the next tracking information. However, I noticed that your order is a free item and the shipping fees are non-refundable based on our policy. Please know that due to the worldwide issue about the COVID-19, customs are very strict on exporting and importing packages in every country, which causes many delays in the shipments & tracking updates. Don't worry, your package has been forwarded to the next facility and on its way to you. As soon as it's available, we'll make sure to email it to you.

Thank you so much for your tremendous patience and understanding, Melina. :)

Kind regards,

Stephanie
WeGeGo Support Team

On Mon, 21 Jun 2021 at 01:36, WeGeGo (Shopify) <mailer@shopify.com> wrote:

You received a new message from your online store's contact form.

Name:

Melina Stasiuk

Email:

msstrunk@gmail.com

Phone Number:

5099612155

Message:

Ordered c20957888151719.1 May 30. Still no tracking number. Feeling this is a scam. Please provide information for order or return money in full.