



[dogs-world.store] Order confirmation

15 messages

dogs-world.store <info@dogs-world.store>
Reply-to: info@dogs-world.store
To: Laura Nickolas <lauranickolas@gmail.com>

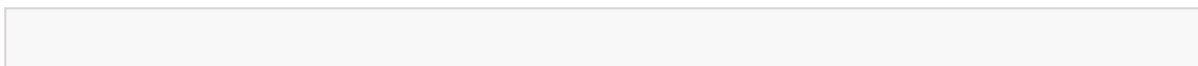
Wed, Jan 26, 2022 at 5:14 PM



HI LAURA NICKOLAS,
THANK YOU FOR SHOPPING WITH DOGS-WORLD.STORE!

HERE IS \$10 DISCOUNT CODE FOR NEXT PURCHASE:

PET10



ORDER DETAILS

Order: NZAJFFEED Placed on 2022-01-27 00:13:44

Payment: PayPal

Reference	Product	Unit price	Quantity	Total price
			Products	\$ 58.60
			Discounts	\$ 0.00
			Gift-wrapping	\$ 0.00
			Shipping	\$ 0.00
			Total Tax paid	\$ 0.00
			Total paid	\$ 58.60

SHIPPING

Carrier: FREE standart 0

Payment: PayPal

DELIVERY ADDRESS

Laura Nickolas
10 Sugarloaf Ln
Hendersonville, North Carolina 28792
United States

BILLING ADDRESS

Laura Nickolas
10 Sugarloaf Ln
Hendersonville, North Carolina 28792
United States

You can review your order and download your invoice from the ["Order history"](#) section of your customer account by clicking ["My account"](#) on our shop.

If you have a guest account, you can follow your order via the ["Guest Tracking"](#) section on our shop.

[dogs-world.store](#) powered by [PrestaShop™](#)

To: info@dogs-world.store

Regarding order # NZAJFFEED . I am beyond frustrated with this device. I am pretty tech savvy and I just simply can't figure this out. I even purchased a GPS sim card which I couldn't get to work either since it keeps wanting a phone number. I have downloaded the app and it wants to update it but chrome is saying it's a dangerous file. At this point I have spend hours trying to figure this stupid thing out and I'm over it. I would like to return it and get a refund!

Sincerely,
Laura Nickolas
252-489-5624
[Quoted text hidden]

<info@dogs-world.store>
To: Akasha Nickolas <lauranickolas@gmail.com>

Wed, Feb 2, 2022 at 5:49 PM

Hello,

thank you for your message.

Have you installed app on your phone?

[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Wed, Feb 2, 2022 at 5:58 PM

Yes, I have! It wants me to update from the one installed but chrome says it's unsafe to download to update.

[Quoted text hidden]

<info@dogs-world.store>
To: Akasha Nickolas <lauranickolas@gmail.com>

Thu, Feb 3, 2022 at 4:32 PM

Its safe to update, but there is no need for it. Thank you for reporting issue, it is kind of strange, we see it first time. Application is 100% safe, I have one on my phone for my pet.

[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Thu, Feb 3, 2022 at 4:49 PM

It's always saying my device is offline when I have it on. It can't locate the device. Do I have to have a sim card which requires a subscription? I purchased a \$5 one that said specifically for GPS and couldn't figure out how to activate that without it being on a phone.

So confusing! I've wasted hours on this device trying to figure it out. Way too complicated.

[Quoted text hidden]

<info@dogs-world.store>
To: Akasha Nickolas <lauranickolas@gmail.com>

Fri, Feb 4, 2022 at 4:37 PM

Hello,

could you show what card do you have? Picture or website link

[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Fri, Feb 4, 2022 at 4:54 PM

SpeedTalk Mobile \$5 Preloaded GSM SIM Card for 5G 4G LTE GPS Trackers for Pet Kids Senior Vehicle Car Activity Tracking Devices | 30 Days Wireless Ser https://www.amazon.com/dp/B07C32C7ZT/ref=cm_sw_r_apanp_GHctluNQdbYyW

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 **sp-g3shop-logo-1592324038.jpg**
25 KB

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Sat, Feb 5, 2022 at 8:02 AM

Is there a better way of doing this? Having one question answered every day doesn't seem very time efficient. Is there phone number to call?

We leave Tuesday for my birthday cruise and purchased this device for our new rescue as my neighbor is dog sitting for us. He was reported as being a runner by his foster mom and the last thing we want to worry about is him escaping and not being able to find him.

At this point I just cannot figure out how to set this device up. It just will not connect. I have read the directions thoroughly. I've downloaded the app.

Not pleased with this experience so far.
[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Wed, Feb 9, 2022 at 12:00 PM

Really no communication now. Wow!! Great customer service!! Let's see how many places I can leave scathing reviews! I'm also looking into a charge back for this POS device. Rip off! Horrible customer service!!!!
[Quoted text hidden]

<info@dogs-world.store>
To: Akasha Nickolas <lauranickolas@gmail.com>

Wed, Feb 9, 2022 at 5:38 PM

No problem, all information was described. So where is rip off?

We are donating all money collected from this device to Oklahoma lost pet foundation. So you trying to rip of them.

[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Wed, Feb 9, 2022 at 5:51 PM

Wow that is your response to poor customer service!!! What kind of company is this.
[Quoted text hidden]

<info@dogs-world.store>
To: Akasha Nickolas <lauranickolas@gmail.com>

Wed, Feb 9, 2022 at 5:56 PM

Maybe you should check your behavior. *Customer love our company, animals too. We have donated over 20 thousand dollars this month and we will do more.*

[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>
To: info@dogs-world.store

Wed, Feb 9, 2022 at 5:56 PM

This is a total scam!!! There is absolutely no professionalism here! I'll make a personal donation to them but from what I can see this is a scam and will be reporting it as such.
[Quoted text hidden]

Akasha Nickolas <lauranickolas@gmail.com>

Wed, Feb 9, 2022 at 6:02 PM

To: info@dogs-world.store

This is from your website. 30 day money back guarantee, 100% satisfaction guar guaranteed and the easy return! None of these promises have been exhibited in our communication. There is nothing professional about this communication. Are you even in the US? Im contacting PayPal now!!!

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Screenshot_20220209-175931.png

1.1 MB