



Re: wrong item

13 messages

Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>
To: janshop.co.uk <service@janshop.co.uk>

Thu, Dec 30, 2021 at 3:33 PM

I received the package today 12/30/21 and wrong item I was suppose to get 8inch folding phone # N202112090121878154 and you sent me i12 earbubs which I don't need do what are you going to do to fix this?

Timothy Jackson

On Mon, Dec 27, 2021, 10:07 PM janshop.co.uk <service@janshop.co.uk> wrote:

Dear Customer,

We're so sorry to keep you waiting.

Your order has been shipped out.

The tracking number is AQ481451264CN

and you can see information on :

<https://t.17track.net/en#nums=AQ481451264CN>

2021-12-24 09:13Los Angeles, USA, 到达 Los Angeles, USA

2021-12-23 23:15international airport, 离开 international airport

Usually it takes 15-20 days to have your parcel delivered, you will receive your parcel soon , please do not worry !

Please kindly wait few more days.

If any further problem, please feel free to contact us.

Best Regards,

Customer Service Department

On Tue, Dec 28, 2021 at 1:11 PM Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com> wrote:

As of the 27th Still haven't received order and nothing from tracking since 24th. Also tracking says it went to La Me as on the 20 then international airport on 23 and sitting in L.A. since 24th. How is it that it was in la mesa and not delivered look up tracking urself and see track # AQ481451264CN I've had bad luck with overseas items before and hope this isn't a repeat

On Sun, Dec 12, 2021, 12:26 AM <service@janshop.co.uk> wrote:

www.janshop.co.uk Order #N202112090121878154

Your shipping status has been updated

Please track your shipment to see the delivery status.



Tracking number : AQ481451264CN

Track Shipment : <http://www.rct56.com/>

If you have any questions, please contact us at service@janshop.co.uk. Please do not reply this system email directly.

Items in this shipment



 **2021 New 8.0-inch foldable smartphone 5G** 
Set × 1

You are receiving this email as you are registered on www.janshop.co.uk for updatesupdates

janshop.co.uk <service@janshop.co.uk>
To: Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Thu, Dec 30, 2021 at 6:39 PM

Dear Customer

We are so sorry to hear that. Our apologies for any inconvenience cause
Due to the large market demand, 2021 New 8.0-inch foldable smartphone is out of stock at present.
We are very sorry for this situation. Since the headphone is coming, we would like to send you
headphone (<http://www.macniox.com/products/smart-bracelet-heart-rate-monitoring-smart-bracelet>
) , and hope you can use it. What's more, we will give you another 30% refund, and hope you can
accept it.

For any other inquiries, please feel free to contact us.

Kind Regards,
Customer Service

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>
To: janshop.co.uk <service@janshop.co.uk>

Fri, Dec 31, 2021 at 12:27 PM

I don't need headphones got I have too many as is. And about being out of stock why wasn't I told
that back when I ordered the phone you just tell people anything to get their money or what. I would
rather wait till it's back in stock or my full refund and you can have the headphones back. At 64 too
old to go through this mess again. I do want the phone and I'm willing to wait and throw in the smart
watch that goes with it if it does. Expect to hear from you soon.

Thanks.
Timothy Jackson
[Quoted text hidden]

janshop.co.uk <service@janshop.co.uk>
To: Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Sun, Jan 2, 2022 at 7:20 PM

Dear customer,

Please be patient, we are actively stocking up. As long as it is in stock, we will send it to you immediately, thank you for your understanding.

Have a nice day.

Best regards!

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsr Timothy@gmail.com>

Sun, Jan 2, 2022 at 8:40 PM

To: janshop.co.uk <service@janshop.co.uk>

Do you have a catalog to send me?

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janshop.co.uk <service@janshop.co.uk>

Mon, Jan 3, 2022 at 6:20 PM

To: Timothy Jackson Sr. <jacksonsr Timothy@gmail.com>

Dear customer,

Please be patient, we are actively stocking up. As long as it is in stock, we will send it to you immediately, thank you for your understanding.

Have a nice day.

Best regards!

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsr Timothy@gmail.com>

Wed, Jan 5, 2022 at 7:17 AM

To: janshop.co.uk <service@janshop.co.uk>

That's not answering my question. Why wasn't I told when I ordered item that it was out of stock? You waited till I received those cheap earbuds to tell me it was out of stock even after I sent emails about delivery. That's not smart business. Even at 64 I still run a internet radio station and I'd really hate to start a online campaign about how how you run your business so fix this ok.

Thank you.

Timothy Jackson

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsr Timothy@gmail.com>

Sun, Jan 9, 2022 at 1:01 PM

To: janshop.co.uk <service@janshop.co.uk>

It's been a minute and I still haven't been told anything about the fold phone I ordered. Expecting to hear from you soon.

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsr Timothy@gmail.com>

Mon, Jan 10, 2022 at 12:40 PM

To: janshop.co.uk <service@janshop.co.uk>

Since you refuse to answer or address this issue I will have no choice but to file fraud charges against you. Like I said I want the phone I ordered or my money back. That's not hard is it

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janshop.co.uk <service@janshop.co.uk>

Mon, Jan 10, 2022 at 11:56 PM

To: Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Dear customer,

Thank you for your understanding, we are preparing the goods, please wait patiently.

Have a nice day.

Best regards!

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Tue, Jan 11, 2022 at 6:11 PM

To: janshop.co.uk <service@janshop.co.uk>

Wait patiently that's all I've heard. No I want specifics about when my phone is shipping or that your issuing a full refund is you can't answer those questions then I file fraud charges.

[Quoted text hidden]

Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Fri, Jan 14, 2022 at 7:43 PM

To: janshop.co.uk <service@janshop.co.uk>

See your add said 100% customer satisfaction so are you going to live up to it?

I just want a refund is that so hard?

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janshop.co.uk <service@janshop.co.uk>

Thu, Jan 20, 2022 at 12:54 AM

To: Timothy Jackson Sr. <jacksonsrjtimothy@gmail.com>

Dear customer,

Thanks for your support and concern on our store.

Since the product is out of stock now, we will send it to you after the goods arrive in the warehouse. Please wait patiently.

It's our great pleasure to help you solve the problems. If there are any other questions, please feel free to contact us.

Have a nice day.

Best regards!

[Quoted text hidden]