

Subject: Re: Return authorization request Date: Apr 3, 2023 at 11:52:32 PM To: service@curveladies.com

Thank you Claire.

I have not worn any of the clothes.

Wiborg

I will take pictures before I send them and keep those pictures as proof.

I will do as instructed below and will mail out tomorrow.

Thank you. Liesl

On Apr 3, 2023, at 11:38 PM, <u>service@curveladies.com</u> wrote:

Nice day,

Sorry for any trouble we caused for you about this return process.

Let me show you return instructions first:

1. We gladly accept unworn, undamaged,

unwashed items with original labels attached (the hang tag and transparent package).

Please note that your returned product is required

to be quality inspected after it is received in the warehouse.

Once the returned item has been detected as used or worn, we cannot issue a refund for it. 2. We currently are unable to offer a free returns

service, so return shipping must be made at your own cost.

Remember to give us a tracking number within 7 days after you receive the return address we provided.

Otherwise, we are afraid that we will not accept returns and no refunds.

3. We are happy to refund the price of item/s you returned (not including shipping fee as we had shipped it) after receiving the parcel and checking.

So, to ensure a successful return, please return using a standard shipping service that provides tracking.

If you are sure of the above info,please write the following information on the paper and put it in the parcel.

Your order number: E21230206152852758

Product ID:302619H1564341 302622H1564437 302623H1564469 Please return to the following address: Consignee: UGD C/O Chenzong MERCHANT RETURN

24823 Brookville Blvd ROSEDALE NY 11422 USA service@curveladies.com

Please send us the tracking number that there is a tracking number when you choose the carrier after you shipped it. It's really important to us for confirming. Otherwise,we are afraid that the refund will not be issued or no exchange item can be resent. Best regards, Claire

From: Liesl Wiborg(<u>lieslwiborg@hotmail.com</u>) Time: 2023-04-03 13:18:19

--- email hi

To: <u>service@curveladies.com(service@curveladies.com</u>) Theme: Re: Return authorization request Hello and thank you for the email. Per your online refund policy, I am entitled to a full refund of \$106.97. That is what I am expecting.

Please honor your policy. Thank you.

On Apr 3, 2023, at 2:55 AM, <u>service@curveladies.com</u> wrote:

Hi How about we refund you 50% and you keep the product? Let's take a step back from each other. Looking forward to hearing from you. Best regards, Claire

Time: 2023-03-31 05:29:50

To: <u>service@curveladies.com(service@curveladies.com</u>) Theme: Re: Return authorization request

Hello

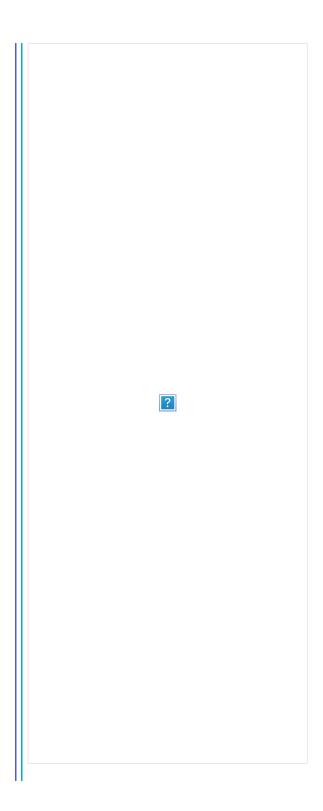
F

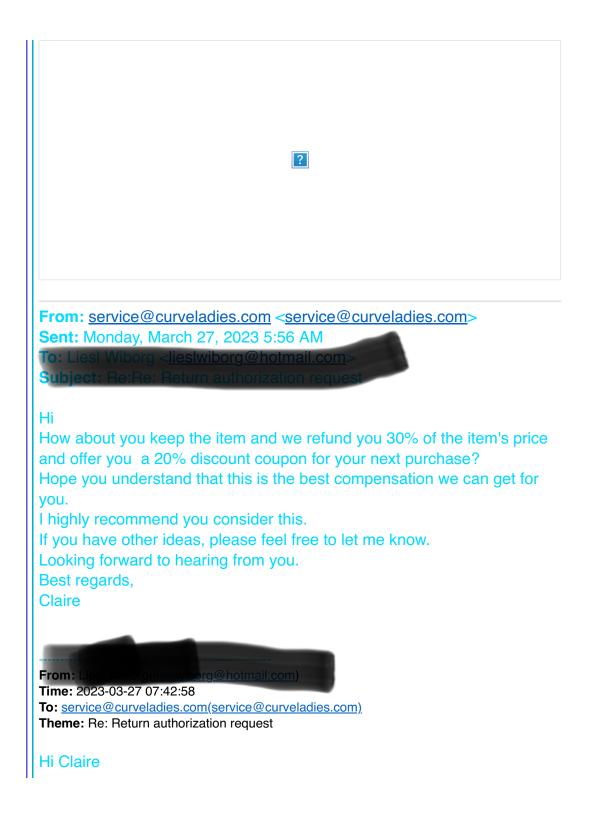
I have been waiting since March 18 for my return label. Please send over and provide me a full refund as noted on your website.

Thank you.

From: Liesl Wiborg <<u>lieslwiborg@hotmail.com</u>> Sent: Monday, March 27, 2023 3:31:06 PM To: <u>service@curveladies.com</u> <<u>service@curveladies.com</u>> Cc: Liesl Wiborg <<u>lieslwiborg@hotmail.com</u>> Subject: RE: Re:Re: Return authorization request

Your return policy states I can return for a full refund. I would like to return all items and get a full refund of my \$106.97 Do I need to contact the Better Business Bureau or my credit card to reverse the charges? Why are you not honoring your return policy? I only purchased from you because it said I could return for a full refund!! Why are you doing this to me????





The items don't fit me well, so I am requesting (now for a third time) a full refund \$106.97

Thank you-

From: <u>service@curveladies.com</u> <<u>service@curveladies.com</u>> Sent: Monday, March 27, 2023 2:35:13 AM To: Liesl Wiborg <<u>lieslwiborg@hotmail.com</u>> Subject: Re:Re: Return authorization request

Hi

Sorry to hear that. We can certainly help you with this return request. Would it be a considerated solution that we offer a \$15 partial refund for you as compensation and you keep the items. Please DO NOT ship to the address on the package bag you received, that's not our return address. Looking forward to hearing from you. Best regards, Claire

From: Liesl Wiborg(<u>lieslwiborg@hotmail.com</u>) Time: 2023-03-24 03:06:03 To: <u>service@curveladies.com(service@curveladies.com)</u> Theme: Re: Return authorization request

Yes.

As noted below.

From: <u>service@curveladies.com</u> <<u>service@curveladies.com</u>>

Sent: Thursday, March 23, 2023 3:22:11 AM

