

[REDACTED]
Liesl Wiborg lieslwiborg@hotmail.com

Subject: Re: Return authorization request

Date: Apr 3, 2023 at 11:52:32 PM

To: service@curveladies.com

Cc: Liesl Wiborg lieslwiborg@hotmail.com

Thank you Claire.

I have not worn any of the clothes.

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,
service@curveladies.com 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

----- email history -----

From: Liesl Wiborg(lieslwiborg@hotmail.com)

Time: 2023-04-03 13:18:19

To: service@curveladies.com(service@curveladies.com)

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.

Liesl W. Berg

On Apr 3, 2023, at 2:55 AM,
service@curveladies.com 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

----- email history -----

From: Liesl Wiborg (lieslwiborg@hotmail.com)
Time: 2023-03-31 05:29:50
To: service@curveladies.com (service@curveladies.com)
Theme: Re: Return authorization request

Hello

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.

Liesl Wiborg

From: Liesl Wiborg <lieslwiborg@hotmail.com>
Sent: Monday, March 27, 2023 3:31:06 PM
To: service@curveladies.com <service@curveladies.com>
Cc: Liesl Wiborg <lieslwiborg@hotmail.com>
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????





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

Sent: Monday, March 27, 2023 5:56 AM

To: Liesl Wiborg <lieslwiborg@hotmail.com>

Subject: Re:Re: Return authorization request

Hi

How about you keep the item and we refund you 30% of the item's price and offer you a 20% discount coupon for your next purchase?

Hope you understand that this is the best compensation we can get for you.

I highly recommend you consider this.

If you have other ideas, please feel free to let me know.

Looking forward to hearing from you.

Best regards,

Claire

From: Liesl.Wiborg@hotmail.com

Time: 2023-03-27 07:42:58

To: service@curveladies.com(service@curveladies.com).

Theme: Re: Return authorization request

Hi Claire

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

Thank you-
Liesl

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

Hi
Sorry to hear that.
We can certainly help you with this return request.
Would it be a considered 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

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

Yes.
As noted below.

From: service@curveladies.com <service@curveladies.com>
Sent: Thursday, March 23, 2023 3:22:11 AM
To: Liesl Wiborg <lieslwiborg@hotmail.com>

Subject: Re:Return authorization request

Hi,

Do you want to return all products?

Have a good day.

Best regards

Claire

----- email history -----

From: Liesl Wiborg(lieslwiborg@hotmail.com)

Time: 2023-03-18 19:04:17

To: service@curveladies.com(service@curveladies.com)

Theme: Return authorization request

Kindly requesting a return authorization request for items received
an order number: E21230206152852758

The top on the camouflage item was too big on me and I didn't
really like the pants when I put them on.

The pants in the gray two-piece outfit just fit funny.

The separate gray shirt was tight in the arms.

I will look for the return authorization email to come in the next couple of
days. Thank you so much.

Liesl Wiborg