

Re: A shipment from order # [REDACTED] is on the way

Mon, Aug 21, 2023 at 10:36 AM

To: "support@rebrise.com support@rebrise.com" <support@rebrise.com>

Rebrise is supposed to pay and send shipping label/costs according to website. Why am I needing to pay that?

If you want to refund \$35 of my order, I'll skip the return.

On Mon, Aug 21, 2023, 8:10 AM support@rebrise.com support@rebrise.com <support@rebrise.com> wrote:

Hey [REDACTED]

I understand your concern about the return shipping label. Our aim is to make the process as convenient as possible for our customers.

The reason we offer the option to keep the item for a partial refund instead of a full return is due to the logistics involved. Returning the item would likely cost about as much as, or more than, you paid for it in the first place, so you'd basically, end up with a loss. Our return warehouse is located in the EU, and returning the item would incur shipping costs that might be higher than the partial refund itself. We want to ensure that our customers are making the best decision for their situation and not ending up with additional expenses.

Of course, the choice is ultimately yours. If you decide to keep the item and opt for the partial refund, which will be **\$20 (I spoke to my manager and he allowed me to offer you a 50% percent refund which I can process instantly, as an exception, but that's the best we can do)**, you'll have the flexibility to use the product or gift it to someone else, and you'll also receive a refund that's greater than the return minus shipping costs.

Please let us know how you'd like to proceed, and we'll do our best to accommodate your preference.

Summer
Customer Service Representative
Rebrise

On 08/19/2023 2:10 AM CST [REDACTED] wrote:

That is not what your refund policy webpage states. It states that Rebrise will send a shipping label. Why the change?

What is the address for returns?

The cost for shipping these headband back in the same type of bubble envelope is not as much as you are trying to make it seem.

On Thu, Aug 17, 2023 at 9:16 PM support@rebrise.com support@rebrise.com <support@rebrise.com> wrote:

Hey [REDACTED]

Thank you for sending us a message, we're more than happy to help!

Oh, no! I'm so sorry to hear that.

We can assist you with a return, however, it would have to come to our France address (most of our customers come from the EU, that's why we have it there).

Please note that shipping costs may be high due to the weight of the package & distance, and they're the responsibility of the customer, but I spoke to my manager earlier and we came up with an option that might be more beneficial for you.

We, as a company, will be at a loss on this order either way, so here's what we could do to make things easier for you.

We're happy to let you keep the item (maybe it comes in handy one day, maybe it can be gifted), in order to help you avoid paying the hefty shipping fees, and we'll still instantly refund you 30% of what you paid. That may end up being a little more than what you'd be left with if you were to pay a return fee, so I really think this would be a lot cheaper. **We'll take the loss, no problem. Your happiness = our goal.**

I'm trying to make sure I don't let you go with the least beneficial option for you, which in this case would be the return.

I look forward to hearing back from you, [REDACTED]

Summer
Customer Service Representative
Rebrise

On 08/15/2023 2:56 AM CST [REDACTED] wrote:

Hello,

I need to return all 3 headbands for refund. They are not at all what I was hoping for. All are in the original packaging.

On Tue, Aug 1, 2023 at 9:42 PM Rebrise <support@rebrise.com> wrote:

Rebrise

ORDER # [REDACTED]

Your order is on the way

Your order is on the way. Track your shipment to see the delivery status.

[Track your order](#)

or [View your order](#)

yanwen tracking number: [REDACTED]

Items in this shipment



Rebrise Headband × 1

Brown

1 FREE HEADBAND (-\$19.95)



Rebrise Headband × 2

Black

1 FREE HEADBAND (-\$0.00)

If you have any questions, reply to this email or contact us at support@rebrise.com