

From: The BeYou Furniture team (BeYou Furniture) contact@beyoufurniture.com
Subject: Re: Re: [BeYou Furniture] Complete Shipping And Get Your BeYou Chair
Date: 1. December 2023 at 11:06
To: Cf Newsletter cf_newsletter@icloud.com



Your request (28045) has been updated. To add additional comments, reply to this email.



The BeYou Furniture team (BeYou Furniture)

Dec 1, 2023, 12:06 GMT+2

Hi Christine,

First off, we fully understand your disappointment at seeing these higher shipping fees. Please trust us when we say that we are equally saddened by this matter. This is nowhere near our initial intention or the plan we had for our immensely supportive community!

We did our best to explain, the shipping price would've been considerably lower. However, the few aspects mentioned in the previous mail contributed to the increase in shipping costs. It's also important to note that:

1. A global increase in transportation costs, due to inflation taking over everything.
2. As you know, the BeYou Chair will be packaged in 2 boxes, instead of 1 (as the prototype was). We have presented the reason in the March 2023 Progress Update.

I hope this message helps make our perspective and intentions clear and conveys the amount of appreciation we have for you all, our amazing community.

Once again, I truly feel your disappointment and we deeply apologize for the inconvenience this has caused for many members of our community.

Best,

The BeYou Furniture Team

<https://BeYouFurniture.com/>

Extraordinary Modern Furniture



Cf Newsletter

Nov 27, 2023, 08:52 GMT+2

Hello,

It may well be that you always stated that shipping fees would be collected during fulfilment. However, it was never made clear that these would be almost 60% of the purchase price.

So, unless we find an agreement and settle on more plausible shipping fees – I propose 20% of the purchase price, i.e. €70 a reasonable amount – I will ask my lawyer to get involved.

Best regards,

Christine Frühling

Seeblickweg 2A, Top 9 | 9201 Krumpendorf am Wörthersee| Austria



The BeYou Furniture team (BeYou Furniture)

Nov 27, 2023, 07:15 GMT+2

Hi Christine,

As presented extensively on our platforms and during the checkout process, shipping fees would be collected at a later time (during fulfillment).

We wanted to re-share with you how we got here and answer some burning questions (even if this was shared in our updates).

1. Fulfillment status: we have delivered over 10.000 chairs worldwide as seen in our crowdfunding platforms, social media, as well as our website. The campaign is closed and we will continue to deliver your BeYous. When we restock (as usual) we will send a notification to our community that did not get to complete their pledge.
2. Delays: A major factor here was the global pandemic – this did not allow us to visit our factory in China, so we adapted and worked remotely even if it was not easy; Our team has worked above and beyond to ensure that his project is a success and becomes a reality in bringing this phenomenal chair to allow you to enjoy a new era of active sitting!
3. Why shipping costs were higher than expected – unfortunately, a handful of backers made an extremely concerted effort and dog-piled Stripe claiming that we were a scam and demanding Stripe to cancel our ability to take payments. This is a blatant lie on the side of these lobbyists and it has unfortunately determined Stripe to limit its risk and stop our partnership. These actions of a few backers had a very big impact on our project, the majority of it reflecting on our ability to promptly take payments for shipping charges and to ship backer rewards directly from China. This destroyed our plan to get shipping settled before importing the BeYou chair and unfortunately forced us to pass the the import fees, taxes, and duties on to the backers.

Our current payment gateway provider requires local warehouses to ship from and this is more expensive than our initial plan.

The ones the community needs to thank for higher shipping and handling costs are the few lobbyists who worked against the community and did not want to see this project succeed. In retrospect, we can all see that their claims were FALSE as we have shipped over 10.000 BeYou chairs.

We invite you to look over some videos on our progress:

The Full Explainer of Our Journey: <https://youtu.be/DPnD4KR0IYk>

BeYou Chair manufacturing process: <https://youtu.be/6lIVqPo5oFU>

BeYou Chair – Demo: <https://youtu.be/of-xZelkfal>

BeYou Chair Assembly line: <https://youtu.be/zsoUPv8FU6k>

BeYou Chairs being loaded in the shipping containers: <https://youtu.be/EWMFw7vBUtg>

As mentioned, we are still delivering to our community, worldwide. We will be sending out notifications in intervals (depending on the available stock in your country/region) Stay tuned for that.

The BeYou Furniture Team

<https://BeYouFurniture.com/>



Cf Newsletter

Nov 24, 2023, 22:41 GMT+2

Dear Madam or Sir,

when I filled out the shipping information form, I was shocked to see that I'm required to pay an additional \$200 for shipping to Austria. That's almost 60% of the purchase cost!

I consulted my lawyer who informed me that because such exorbitant shipping costs had not been communicated at any time during the backing and purchase process, you are therefore in breach of contract.

Either, I receive the chair at no additional cost, or you have to release me from the contract and refund my original Indiegogo pledge of \$349 (pledge [#4105635](#)).

I look forward to hearing from you,

Christine Frühling

Seeblickweg 2A, Top 9 | 9201 Krumpendorf am Wörthersee| Austria

On 04.10.2023, at 15:29, BeYou Furniture <contact@beyoufurniture.com> wrote:

[View this email in your browser](#)

beyou
CHAIR



Finalise Your Contribution

Are you ready Christine? This is the day you've been waiting for!

You will soon have your BeYou Chair delivered to you. Woonoo!

Please fill in the survey as soon as possible so we can deliver your chair quickly. 🚀

This is what you have to do:

- Click the link below
- Fill in the right address
- Choose the chair color you prefer
- Fill in your payment details

...And you're done!

Important Notice: Every BeYou Chair is delivered in **two separate boxes**. The time and date of delivery **may be different for each of the boxes**, subject to DHL's internal procedures, over which we have no control. You will receive tracking for both packages.

This email is directed to our European Union community, specifically the 25 EU countries we deliver to:

Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

If you have received this email but moved outside of the EU in the meantime, please reply to this email to let us know.

↓ Click the RED LINK below to complete shipping ↓

[Your Personal Survey](#)

**Your survey link is confidential. Do NOT share your survey link publicly.*

For any questions, contact us and we'll get you sorted with anything that's unclear.

However, please be advised that we are experiencing **very high volume** right now. You are very likely to experience a few days of delay in getting an answer.

[Click here](#) for information on how you can help get an answer faster from our Customer Happiness team.

Please bear with us as our friendly Customer Service Agents are getting back to **every single message** across all platforms.

Meanwhile, have a look through our [HelpCenter](#), as you may find your answer in one of our articles there.

Have an amazing day,
The BeYou Furniture Team

[BeYouFurniture.com](https://www.BeYouFurniture.com)

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