

My Case with Chinese Fraud Company

- 1- They did not send the order (They assumed that the package was delivered, so I requested an evidence of receive or to tell me who is the local courier but they did not do.
- 2- They offer to refund 15% and increasing it up to 60% but I refused as my right is 100%
My Evidence & email conversation with them is attached.

HIKERYI

Order 4785

Order date: January 04, 2024 5:50am (PST)



Clearance sale! †‡Last Day Promotion, only \$19.98

6 tier / Brown

\$118.36

Your order is confirmed

We've confirmed your order preparing for shipment. Please come back to this page for updates on your shipment status.

China Post • WUYOU0000204011 Tracking

Customer information

- Contact usamatqm@gmail.com
- Payment method Credit Card-\$118.36
- Shipping address

USAMA SOLIMAN
9th district, Villa No. 48
Sheikh Zayed City Giza 0000
Egypt
01095415550

- Billing address

USAMA SOLIMAN
9th district, Villa No. 48
Sheikh Zayed City Giza 0000 Egypt
01095415550

- Shipping method VIP shipping(3-5days) -\$0.00

My order



Usama Sayed <usamatqm@gmail.com>

Feb 11, 2024, 12:42 AM

to grfc01

My package with Tracking Number: WUYOU0000204011 was since 7 January till now not arrived. It has been 5 days without any progress.

Dr. Usama Sayed A. Soliman
Management & Quality Consultant
QMS Certified Lead Auditor
usamatqm@gmail.com
+ 966 507694145



陈翠茹 <grfc01@zg-fortune.com>

Feb 18, 2024,
10:48 AM

to me

"Dear Customer,

Thank you for contacting us.

I checked the tracking details and it shows that the package has been delivered. In this case, we can provide the tracking number WUYOU0000204011, and you can check the status of the package through the following URL: <https://www.17track.net/cn>. Or, you can check the status of the package at your local post office.

Since the package has been delivered to the address provided at the checkout, we ship it to you in good faith. You can ask your friends/neighbors/family if they help you sign. Hope you receive the package as soon as possible. Thank you for understanding!

I apologize again and hope you can receive your items as soon as possible.

Best wishes,

Customer service center"

Frida

grfc01@zg-fortune.com

签名由 网易灵犀办公 定制



Usama Sayed <usamatqm@gmail.com>

Feb 18, 2024, 11:30 AM

to 陈翠茹

Thank you for your response,

The tracking showing transit in Sheikh Zaied city since 5 February. *But where in the city? Why does nobody contact us as we submit our phone: +201095415550 and I can add another phone: +201012946482.*

I hope to clarify and receive a response from the carrier.

Thank you in advance.



Usama Sayed <usamatqm@gmail.com>

Feb 20, 2024, 9:19 AM

to 陈翠茹

Refer to your email, till now I did not receive my order and I did not find it anywhere.
What is the situation?

Either to deliver it to me and contact the registered phone number or to refund my money.



陈翠茹

Feb 27, 2024, 5:52 AM

to me

"Dear Customer,

Sorry to keep you waiting.

The logistics shows that the delivery has been completed properly. If you do not receive it, you can ask your neighbors and friends, or check the mailbox of your order address.

If you have any questions, please feel free to contact us.

Best regards,

Customer Service Center"

Frida

grfc01@zg-fortune.com

签名由 网易灵犀办公 定制



Usama Sayed <usamatqm@gmail.com>

Feb 27, 2024, 10:37 AM

to 陈翠茹

I did not receive tell now. I asked every one & in all places and I did not find. Please tell me delivered to whom and who is the local courier company.



陈翠茹

Mar 2, 2024, 6:29 AM

to me

"Dear Customer,

Sorry for the trouble caused.

We sent the package according to the address you fill in when you place the order. Maybe it is the logistics company made a mistake. Since the shipping information shows that the package has been delivered, so the logistics provider will not give us a claim, but we paid for the product cost and shipping fee. We also suffered a big loss in this transaction. In this case, we recommend giving you a 20% refund as compensation. Do you accept?

Looking forward to your reply!

Best wishes,

customer service center

Frida

grfc01@zg-fortune.com

签名由 网易灵犀办公 定制



Usama Sayed <usamatqm@gmail.com>

Mar 3, 2024, 9:07 AM

to 陈翠茹

Good Morning,

1- I did not receive the package & no one called me in the phone number registered in the order.

2- I requested you to tell me about the local logistics company but you did not.

3- I requested you to give me evidence about to whom the package was delivered but you did not.

4- These are your mistakes & I am the customer, so you have to deliver the order to me or refund the whole money.

Otherwise, I will post a general warning about your company & send a complaint to your ministry of trading and all concerned bodies.

Best wishes



陈翠茹

Mar 7, 2024, 11:42 AM

to me

"Dear Customer,

Thank you for your reply.

We are deeply sorry to hear that you are unwilling to accept our proposal. Since the shipping information shows that the package has been delivered. How about we offer you a 30% refund as compensation. Do you accept?

Looking forward to your reply!

Best wishes,
customer service center"

Frida

grfc01@zg-fortune.com

签名由 网易灵犀办公 定制



Usama Sayed <usamatqm@gmail.com>

Mar 7, 2024, 1:18 PM

to 陈翠茹

Good Afternoon,

It is not logical to pay you 70 % for your mistake. I paid for a product either to deliver the product to me or to refund full money. It is not my mistake.



陈翠茹

Mar 8, 2024, 11:28 AM

to me

"Dear Customers,

Sorry for all the trouble again.

I feel very sad. As a customer service, I have tried my best to strive for the best solution for you. Sorry still can't satisfy you. I have checked with the manager again. The 40% refund is the highest compensation amount. Hope you can reconsider the proposal!

Best wishes,"

Frida

grfc01@zg-fortune.com

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Usama Sayed <usamatqm@gmail.com>

Mar 12, 2024, 11:20 AM

to 陈翠茹

Good afternoon,

The big question; why shall I pay for your mistakes?

I'll not accept less than the total money I paid.

As you don't know the local courier company and you have no evidence that anyone received the package.



陈翠茹

Mar 12, 2024, 11:43 AM

to me

"Dear Customers,
Sorry for all the trouble again.

I feel very sad. As a customer service, I have tried my best to strive for the best solution for you. Sorry still can't satisfy you. I have checked with the manager again. The 50% refund is the highest compensation amount. Hope you can reconsider the proposal!

Best wishes,"

Frida

grfc01@zg-fortune.com

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Usama Sayed <usamatqm@gmail.com>

Tue, Mar 12, 11:52 AM

to 陈翠茹

Good evening

I'll not accept less than a 100% refund or deliver the package. This is my right.

I'm sorry to tell you that I'll post the case and transfer the case to scam-alert / fraud-list sites.



陈翠茹

Mar 12, 2024, 1:12 PM

to me

"Dear Customer,

Thank you for contacting us again.

We have tried our best to solve the problem for you, and we have applied for many times. Our manager is willing to refund you 55%. I hope you can accept our proposal.

Stay safe and healthy,
Customer Service Support"

Frida

grfc01@zg-fortune.com

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Usama Sayed

Mar 13, 2024, 12:39 PM

I'll not accept less than 100%. If not 100% don't reply and I'll go to the alternative procedures.



陈翠茹

Mar 13, 2024, 12:53 PM

to me

"Dear Customers,
Sorry for all the trouble again.

I feel very sad. As a customer service, I have tried my best to strive for the best solution for you. Sorry still can't satisfy you. I have checked with the manager again. The 60% refund is the highest compensation amount. Hope you can reconsider the proposal!

Best wishes,"

Frida

grfc01@zg-fortune.com 签名由 [网易灵犀办公](#) 定制