



[REDACTED] <[REDACTED]@gmail.com>

We have received your message

4 messages

Fashionmia <service@fashionmia.com>

Sat, Feb 10, 2018 at 7:51 AM

Reply-To: popreal <support-b2cdcceb7f99aaucf546bytymfvq6@edm.popreal.com>

To: [REDACTED]@gmail.com

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Dear customer,

Thank you for contacting us. This is to confirm that your request has been received.

Please note that our customer service response time will be slower than normal from 2/12/18 to 2/21/18 during the Chinese New Year holiday. We will try our best to respond to your request within 3 - 5 days.

Wish you a happy Chinese Lunar New Year!

type:Order Cancellation and Refund

email: [REDACTED]@gmail.com

name: [REDACTED]

Order#: B2221566

content:Hi, I canceled the order yesterday, but the status is still Processing. Please make sure you cancel it!

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This email was sent from a notification-only address that cannot accept incoming email.

PLEASE DO NOT REPLY to this message. If you have any questions or concerns, please

email us:service@fashionmia.com

Kitty from Fashionmia.com <service@fashionmia.com>
Reply-To: Service FashionMia <service@fashionmia.com>
To: "[REDACTED]@gmail.com" <[REDACTED]@gmail.com>

Sat, Feb 10, 2018 at 10:27 AM

Dear customer,

Please don't worry, the duplicate order has been canceled.
Since it will take long time on EUR 29.30 refund, how about we offer you a more value cash coupon on EUR 32?
If you accept we will send you the coupon code asap.

This is to let you know that we are having Chinese New Year public holiday between Feb.12, 2017 and Feb. 22, 2017. Since your order has not been shipped out, shipment will be delayed here.

* Orders received before 12/2/2017 should be shipped out between 23/2/2017 and 28/2/2017

As compensations, we will offer you \$5 cash coupon to your personal account. Is that acceptable?

Best regards,

Kitty
Customer Service Team
www.fashionmia.com

Warm tips: Please note that our Customer Service response time will be slower than normal from 2/12/18 to 2/21/18 during the Chinese New Year. We will try our best to respond to your request within 3 - 5 days. Your patience and understanding will be most appreciated.
Wish you a happy Chinese Lunar New Year!



Is this answer helpful?

Please click on "YES" or "NO" to let us know. We will be using your feedback to serve you better.

YES

NO

Fashionmia Resolution Center

In any case you are not satisfied with our customer support's response, you can file a dispute by going to our Resolution Center:

www.fashionmia.com/resolution

Your case will be taken care of by our dispute management team in first priority.

[REDACTED] <[REDACTED]@gmail.com>
To: Service FashionMia <service@fashionmia.com>

Wed, Feb 21, 2018 at 2:13 PM

Hello! Thanks for the response. I prefer EUR 29.30 refund instead of a coupon. Thanks!

[Quoted text hidden]

Kitty from Fashionmia.com <service@fashionmia.com>
Reply-To: Service FashionMia <service@fashionmia.com>
To: "[REDACTED]@gmail.com" <[REDACTED]@gmail.com>

Mon, Feb 26, 2018 at 8:59 AM

Dear customer,

OK. Since we have some process to go for issuing your refund, it will take some more time.

We will help you transfer the money back to your original account which usually takes 25-45 working days for our financial department to deal with your EUR 29.30 refund.

I will try my best to ask my colleague to speed up the processing time and take your issue in first priority. Your kindly understanding and patience will be highly appreciated. :)

Have a blessed day! :)

Best regards,

Kitty
Customer Service Team
www.fashionmia.com

We just came back from Chinese Lunar New Year. All the customer representatives are working hard on replying your emails. Please wait patiently and don't send repeatedly. Your kind comprehension is highly appreciated!



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YES

NO

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