



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

Re: We have received your message

4 messages

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

Tue, Mar 6, 2018 at 8:30 AM

Dear customer,

Thanks for your contacting and sorry for not replying timely.

We are sincerely sorry for the process delay of your order due to the Chinese New Year, we would like to offer you a 5\$ cash coupon as a compensation for this delay, is that acceptable for you?

Usually, we may still need at least 3-10 days to process your order, but we will ask our colleague to put your order process in priority and arrange the shipment to you as soon as possible, will you wait for your order?

Sorry for the inconvenience again and hope for your reply and understanding.

Have a wonderful day~

Best regards,

Angela
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!



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>

Sun, Mar 11, 2018 at 10:34 PM

I know the Chinese New Year, but it is ridiculous to delay an order for a month because of that! Now the item is out of stock! Are you fraud??? I do not care about any coupon since I will NEVER buy anything on your website. So just give my money back ASAP!!!!

[Quoted text hidden]

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

Tue, Mar 13, 2018 at 2:53 PM

Dear Customer,

We are sincerely sorry for the inconvenience.

We noticed your order has been suspended ,

If you want to refund, please cancel our complaint on paypal first, then please notify me after you cancel the complaint.

Because if there is a paypal intervention we cannot refund you, please understand.

Hear from you soon~`

Best regards,

christal
Customer Service Team
www.fashionmia.com



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:

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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, Mar 21, 2018 at 12:04 AM

9/20/2018

Gmail - Re: We have received your message

I did not remember I use Paypal on your website. And I did not find any records of your website in my Paypal. Just refund my money and NO more excuse!

[Quoted text hidden]