

## Randy Chua

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**From:** Randy Chua <rl.chua@icloud.com>  
**Sent:** Thursday, January 7, 2021 5:35 PM  
**To:** 'Lazada Customer Service'  
**Subject:** RE: Undesirable Seller

Good day Ma'am, Sir,

Just want to follow up this matter.

Looking forward for your help and quick action.

Thank you.

Randy Chua

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**From:** Randy Chua [mailto:rl.chua@icloud.com]  
**Sent:** Thursday, December 24, 2020 2:32 PM  
**To:** 'Lazada Customer Service' <reply@email.lazada.com.ph>  
**Subject:** Undesirable Seller  
**Importance:** High

Hi,

My name is Randy Chua and I just want to air my complaints about this seller, Lomvum, who sells industrial tools and machineries.

Last March 3, 2020, I bought a portable welding machine from this store and after 3 to 4 times in used, it broke down. Since the unit is under warranty, I coordinated with the store to seek assistance for repairing the unit. After agreeing with the seller, I send the unit back to them for service. After several weeks, I started to follow-up on when it could be fixed so I can use the unit again. However, after 5 months of follow-ups and until this date, the unit is still unfixed and the seller is not giving definite answer on to when the unit could be fixed.

Below is the exchange of our communications to support my complains.

I hope you can help me to push this seller to fix the unit and send it back to me as soon as possible or if not, to replace a new unit or refund the amount that I've paid for the welding machine.

Thanks,  
Randy Chua

Good Day Sir / Mam This is lazada Mitsushi regarding about your Order. your order has been processed by the system we will wait to go back to normal so that we will pack your order and ship it to you.thank you.

03/05 17:36

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day

NOTE: To ensure a safe transaction, please only chat in the Lazada App. Lazada will never ask for down payment or your credit card details other than during our secure checkout on the Lazada website or

Mobile App

04/05 21:37

Hi, I need this item very badly. If you cannot ship it this week, just cancel this order.

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! Lazada's fulfillment operations have been temporarily suspended due to the Enhanced Community Quarantine measures implemented by the government. For customers who have placed orders recently: We will process your order as soon as the situation permits us to do so. If you need your order urgently, you may opt to cancel instead. For customers who wish to shop: You may still add our items into your cart and place orders. We will process as soon as we can, but expect that there may be extended delays with the delivery of your order. Thank you for the support and stay safe!

05/05 08:41

Good Day Sir / Mam This is lazada Mitsushi regarding about your Order. your order has been processed by the system we will wait to go back to normal so that we will pack your order and ship it to you.thank you.

05/05 14:59

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day

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Mobile App

11/05 13:02

Hi, I received the unit today and I'm very glad it arrive for only few days. The unit is in very good condition and my only question is, is there no belt strap included for easy carrying purposes?

Read

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Hi po sir may handle po yan sir

salamat po

11/05 15:07

ok. thanks po.

Read

11/05 17:45

11/05 18:44

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day

Paalala: Ang Lazada ay hindi kailanman humihingi ng down payment para sa mga orders. Ang credit card details o ang eksaktong bayad para sa mga biniling items ay hinihingi lamang sa checkout page ng Lazada Website o Mobile App. Para sa mga COD orders, ang bayad ay dapat lamang ibigay sa courier sa oras ng delivery.

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26/05 12:28

Hi, is this compatible with stainless welding?

Read

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26/05 14:10

saan po sir ?

26/05 14:31

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you

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26/05 22:32

Un pong kabibili ko lang na welding mach.

Read

27/05 09:06

march mo po nakuha po ang welding machine po sir /

27/05 09:16

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day

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27/05 09:38

yes, march.

Read

ung tanong ko lang kung pwede ba sa stainless ung machine?

Read

27/05 10:25

puwde po sir

27/05 14:49

Good Day Sir / Maam this lazada lomvum, kindly tune in our <https://www.lazada.com.ph/shop/lomvum/?spm=a2o4l.pdp.seller.1.388b19d5BgKzAl&itemId=413098896&channelSource=pdp> for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day

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28/05 09:08

ok. salamat.

Read

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28/05 09:28

salamat po

28/05 09:39

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12/08 16:35

hello po. may itatanong lang po tungkol sa binili ko na welding machine Lomvum MMA300 nung buwan ng Mayo. bale pang-apat na gamit ko sana ngayon pero di ko na maadjust ung unit at laging nasa zero lang kahit anong adjust ko. Napano kaya to?

Read

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

Read

pinicture ko ang unit habang ino-on at ina-adjust ko pero wala talagang nangyari.

Read

12/08 17:00

Hi po sir / mam pag ganyan po ipapaserbisy nyo na po sa ain po ang item po

12/08 18:13

may service center po kayo sa cebu?

Read

manila lang po

so pano to, sa cebu kasi nadeliver ang unit na to.

Read

ipapship out nyo po sa amin po sa manila po sir  
sagot nyo po ang shipping fee po back and port po

ok. pakisend ho ng address nyo.

Read

MIT MMA 200A I

Name: Address: Contact: Date Ship-out item ship out and included : Address 407B, Dasmarinas St.  
Barangay 290, Binondo, Santa Cruz Metro Manila contact 09350247244 / 283-3979 NOTE KINDLY PUT  
FOR SERVICE IN THE BOX

Hello! A gentle reminder from Lazada: be mindful when engaging in off-platform communications so as  
to avoid any unrecorded transactions. For more info <https://lzd.co/AvoidScams>

ung mga accessories di ko nalang isasama. unit pinaka welding na mismo ung ipapaship ko po.

Read

Hi po sir / mam kahit yun item lang po mam

ok. iship ko na lahat po.

Read

Read

baka kasi mas mabigat mas mahal. pero kung ok na iship lahat eh ok lang.

Read

ok, sorry. mali pagkabasa ko. ung pinaka unit nalang papadla ko.

Read

sorry po.

Read

yan din pala order number ko. baka sakali kailangan nyo.

Read

copy o

ok, salamat.

Read

copy po

12/08 18:39

salamat din po

sir

24/08 16:13

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

Read

Read

Read

24/08 16:20

na send ko na po ung unit sa inyo. Ung sender's at ibang info na nirequest nyo nasa loob po ng package.

Read

24/08 17:52

copy po ri  
coy po sir

29/08 16:17

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

Nadelivered na po ung welding mach. sa inyo.

Read

29/08 18:44

yes po sir dont worry po sir service po nmin po yan

29/08 19:56

Thanks

Read

30/08 20:14

salamat po

14/09 20:32

Hello sir, ask lang po kung may balita na ung welding machine na pina-ayos ko. thanks.

Read

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15/09 00:41

copy po

20/09 05:53

Bossing, kailan po ba maayos ung welding machine na pinaservice?

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

20/09 19:48

Hi po sir . mam ask ko pa po

26/09 13:34

Gud pm boss. Ano na po balita sa welding machine?

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

26/09 18:12

hi po sir / mam ginagwa pa p

02/10 14:26

hello sir/mam, follow-up ko lang po ung weld. machine kung nagawa na. mahigit 1 month na kasi nakalipas at baka pwedeng i-rush naman konti para magamit ko na ung machine.

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

02/10 16:40

ask ko pa po sir mdami po kasing ginawa po sir tapos sa palng po sya sir

12/10 10:06

Boss, musta na po ung weld mach, nagawa na po ba?

Read

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

12/10 10:41

di pa po salamat po

12/10 12:21

Kailan po ba expected na magawa bossing? Magto 2 months na po kasi.

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

12/10 13:05

Pasensya na po as of now po kasi wala pa po kaming technician po salamat po

12/10 16:38

Good Day Sir / Maam this lazada lovmum , kindly tune in our [https://www.lazada.com.ph/shop/lovmum/?spm=a2o4l.tm80012343.search.1.50c13f611lkyv5&\\_keyori=ss&from=suggest\\_sis&sis\\_suggestion\\_click=Lomvum%20Flagship%20Store%2Clomvum&sugg=lovmum\\_0\\_1](https://www.lazada.com.ph/shop/lovmum/?spm=a2o4l.tm80012343.search.1.50c13f611lkyv5&_keyori=ss&from=suggest_sis&sis_suggestion_click=Lomvum%20Flagship%20Store%2Clomvum&sugg=lovmum_0_1) for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day.

Good Day Sir / Maam this lazada lovmum , kindly tune in our [https://www.lazada.com.ph/shop/lovmum/?spm=a2o4l.tm80012343.search.1.50c13f611lkyv5&\\_keyori=ss&from=suggest\\_sis&sis\\_suggestion\\_click=Lomvum%20Flagship%20Store%2Clomvum&sugg=lovmum\\_0\\_1](https://www.lazada.com.ph/shop/lovmum/?spm=a2o4l.tm80012343.search.1.50c13f611lkyv5&_keyori=ss&from=suggest_sis&sis_suggestion_click=Lomvum%20Flagship%20Store%2Clomvum&sugg=lovmum_0_1) for the more coming flash sale and don't forget to follow our shop and if you have other concern just message us directly so that I can assist you to settle the problem, thank you have a nice day.

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19/10 18:02

bossing, ff-up ko lang ung welding machine. kailangan na kailangan ko na talaga. dami ko na pending na projects. yari na ako sa mga customers ko.

Read

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19/10 20:02

Hi po sir . mam ask ko pa po sir pasensya na po sir

21/10 14:41

26/10 10:07

bassing, wala pa rin? ipit na ipit na ako nito.

Read

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Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

26/10 10:56

hi po sir follow up ko lng po sa warehouse

26/10 13:48

paki advise naman kung kailan magawa. ilang beses na akong nag fafollow-up at wala namang tentative date na binibigay. baka aabutin ako nito ng 2021.

Read

26/10 14:14

hi po sir .. 15days to 1month po kc pa nag pa service .. pag okey na po sasabihan ko po kayo agad salamat po

29/10 15:05

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Makita-

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04/11 16:53

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04/11 17:37

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05/11 17:48

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06/11 19:46

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06/11 20:10

Boss, musta na po ung welding ko?

Read

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06/11 21:02

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06/11 21:49

hi po sir update po kita bukas salamat po

07/11 11:53

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Lomvum-

09/11 10:43

hi po as per checking po sa service center po namin hindi padin daw po okey update ko po kayo once na okey na po salamat po

09/11 12:39

di ba pwedeng palitan yan boss? makikita nyo naman bagong bago pa rin at nakailang gamit lang ang unit na yan at wala man gasgas.

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

09/11 13:27

hindi na po talaga kasi lagpas na po sa warranty pasensya na po

09/11 18:18

un na nga problema boss, May ko pa inorder ang welding na yan tas 4 na gamit lang bumigay na. napaka unfair naman mag 3 months na di pa rin nagawa. nalalait na nga ako ng mga customers ko sa kabalik2.

Read

09/11 20:15

09/11 20:26

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Lomvum-

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09/11 22:01

hi po sir pasensya na po sir update ko po kayo bukas po salamat po

11/11 12:24

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Lomvum-

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16/11 20:17

hello boss, ano na pong balita sa welding na pinaayos ko?

Read

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ansabi nyo 15 days to 1 month ay ok na.

Read

17/11 09:00

hi po sorry po mam/sir naka leave po kasi ung sa service po sorry po salamat po

17/11 14:53

grabe naman kau boss, pinapa ikot2 nyo ung mga customers nyo.

Read

pinapaasa nyo tas ibang storya na naman.

Read

pasensya na po talaga mam/sir update ko po kayo pag okey na po

21/11 13:16

ano na homg balita?

Read

Please do not provide your personal data, communicate or make payment outside of Lazada's official website/app.

Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

21/11 13:28

hi sir pasensya na po, wala padin po sir.

21/11 14:32

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Lomvum-

21/11 23:23

So, kailan ba talaga yan maayos? Lagpas 3 months na nasa inyo yan at wala pa ring nangyari...

Read

22/11 09:15

hi po sir uupdate ko po kayo agad sir pag okey na pasensya na po salamaat po

23/11 18:01

Hi Dear Valued Customer! Thank you for purchasing in our LOMVUM Shop! We are grateful to served you an excellent quality of our product and We are hoping to have another transaction with you in the near future. Once again Thank you so much and Have a good day! -Lomvum-

26/11 21:12

Boss, ano na pong balita? Kailan ko ba magagamit yang welding machine na binili ko sa inyo?

Read

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26/11 22:59

hi po update ko po kayo sir pag okey na wala pa po update sa technician po

salamat po

02/12 23:31

Boss ano ng balita? May pag.asa pa kaya yan mabalik sa akin?

Read

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03/12 08:42

hi sir hindi pa po naayos sir kasi madami pa po daw nauna sir, update ko po agad kayo sir pag okey na po, salamat po!

08/12 22:16

boss musta na ung welding machine? 4 months na wala pa rin.

Read

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09/12 08:45

Hi ask ko lang po sa service po namin, salamat po!

09/12 17:36

Read

10/12 08:59

Hi sa dami po kasi ng for service po namin mam/sir, kaya po tumatagal po, pasensya na po

16/12 10:30

Kumusta na po? Matatapos na lang ata ang 2020 di pa maayos ang welding machine na yan.

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Hi! Thank you for reaching out! We will get back to you as soon as possible. Thank you and stay safe!

Di nyo ba talaga kayang gawan ng paraan yan, 4 months ng nakapending wala parin.

Read

16/12 11:06

Hi as per service po hindi padin daw po ayos

16/12 20:26

so, kailan po ba maaayos? ilang buwan pa ako maghihintay?

Read

nung masira yan at binalik sa inyo, di pa lagpas sa warranty period.

Read

16/12 23:21

ask ko po sa service

16/12 23:42

salamat po

undefined 21:48

Ano na pong balita? Lumipas na nman isang linggo wala pa rin...

Read

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undefined 21:57

wala padin pong update po sir

12:27

Ano ba namang klaseng seller kau,

Unread

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