

January 14, 2021

Hi Lawrence,

This email is for you if you purchased a smart watch from FitTech in the last 2-3 months and didn't receive it yet.

First and foremost, I want to apologize for the delay. I am deeply sorry.

Who we thought was our trusted international smartwatch supplier, was in fact not.

After two years of fulfilling all orders with no problems, they took a significant amount of our money meant to fulfill your orders and ran.

Now, understandably, the disputes/chargebacks are piling up against us. This is hindering everything we can do as a business to fix the issue.

We have a new owner taking over the business, new suppliers, and will soon be fulfilling from here in the USA, once again.

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We ask that if you have not received your order, to PLEASE DO NOT FILE A CHARGEBACK OR DISPUTE AGAINST US.

Once that happens, our hands are tied as far as what we are able to do for you.

PLEASE REPLY TO THIS EMAIL DIRECTLY TO REQUEST A REFUND.

We will do everything in our power to refund you in a timely manner and believe we can have everyone refunded in 1-2 months if the chargebacks are kept to a minimum.

If you do not file a chargeback with us, we will REFUND YOUR ORDER (OR REPLACE WITH A WATCH) and give you a 40% off code for a future purchase with FitTech once the new owners take over.

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I promise we will do everything we can to make this right for you. If you can please find it in your heart not to contact the bank to file a chargeback, and instead request a refund here, we would be forever grateful.

Banks are ruthless, and they will wipe our business out before we can ever repay anyone.

Thank you for your time,

Mitch

FitTech Founder