



Tom Rose <tom.rose00@gmail.com>

Re: 1 month-order not received: My order number SJ699666. I ordered this mid December. There was some delay due to weather. Fine, I can understand...

7 messages

Lisa Marie Rounsivill (snowjoe.com support) <help@snowjoe.com>
Reply-To: "snowjoe.com support" <help@snowjoe.com>
To: Thomas Rose <tom.rose00@gmail.com>

Wed, Jan 19, 2022 at 5:57 PM

Please type your reply above this line

Dear Thomas -

Your request [#1628077](#) has been updated from Snow Joe + Sun Joe. To add additional comments, please reply to this email.

Lisa Marie Rounsivill (Snow Joe + Sun Joe)

Jan 19, 2022, 8:57 PM EST

Hello Thomas,

I am sorry to hear that you have had such a bad experience with ordering from us. While looking into the tracking I am showing that OnTrac is scheduled to have the blower delivered by the end of today. If they have not delivered by the end of today please let me know and I can then start the refund process and again, I apologize for any inconvenience this may have caused.

https://www.ontrac.com/trackingresults.asp?tracking_number=D10012879543354&x=3&y=10

Thanks,

Lisa

Thomas Rose

Jan 17, 2022, 8:44 PM EST

1 month-order not received:

My order number SJ699666. I ordered this mid December. There was some delay due to weather. Fine, I can understand. We have been weeks without weather issues and it is still undelivered. I opened a case with OnTrac, they responded once over a week ago saying they would look into it. No response since. I opened a case with Snowjoe and was told, nothing we can do man. Not our fault.

I am opening a case with Affirm now. I want my money back. I don't know if this is some kind of scam or what but you took my money and delivered nothing. You are a disgraceful and pathetic "company" and if you have any soul at all you will refund me my money. But, since you already told me there is nothing you can do I will take it up with Affirm.

Snowjoe is a joke. Lesson learned. Buy from a local vendor. Online is just a scam.

[ML0X4K-MMZ4]

Tom Rose <tom.rose00@gmail.com>
To: "snowjoe.com support" <help@snowjoe.com>

Thu, Jan 20, 2022 at 6:59 AM

This was not delivered.
[Quoted text hidden]

Ashley Scriven (snowjoe.com support) <help@snowjoe.com>
Reply-To: "snowjoe.com support" <help@snowjoe.com>
To: Thomas Rose <tom.rose00@gmail.com>

Thu, Jan 20, 2022 at 9:41 AM

Please type your reply above this line

Dear Thomas -

Your request [#1628077](#) has been updated from Snow Joe + Sun Joe. To add additional comments, please reply to this email.

Ashley Scriven (Snow Joe + Sun Joe)

Jan 20, 2022, 12:41 PM EST

Hello Thomas,

We do apologize about the inconvenience our records are showing the delivery date has changed to today by the end of the business day 1/20/22 If you no longer want the item you can refuse delivery.

Thank you,

Thomas Rose

Jan 20, 2022, 9:59 AM EST

This was not delivered.

Lisa Marie Rounsivill (Snow Joe + Sun Joe)

Jan 19, 2022, 8:57 PM EST

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[ML0X4K-MMZ4]

Tom Rose <tom.rose00@gmail.com>

Thu, Jan 20, 2022 at 9:56 AM

To: "snowjoe.com support" <help@snowjoe.com>

If you look in the OnTrac history you will see they have been bumping the delivery date by one day, ever single day for a month.

I cannot refuse delivery of an item they never delivered and just keep bumping out the delivery day by one day.

I expect a refund from Snow Joe, you need to settle that out with Affirm and you can deal with getting your product back from OnTrac. OnTrac has entirely stopped responding to my requests.

Please confirm you will make this happen.

[Quoted text hidden]

Tom Rose <tom.rose00@gmail.com>
To: "snowjoe.com support" <help@snowjoe.com>

Thu, Jan 20, 2022 at 9:57 AM

I would like to highlight that you told me yesterday in writing that if it wasn't delivered by end of day yesterday you would refund. I expect that promise to be followed through on.

On Thu, Jan 20, 2022, 9:41 AM Ashley Scriven (snowjoe.com support) <help@snowjoe.com> wrote:

[Quoted text hidden]

Bria S. (snowjoe.com support) <help@snowjoe.com>
Reply-To: "snowjoe.com support" <help@snowjoe.com>
To: Thomas Rose <tom.rose00@gmail.com>

Thu, Jan 20, 2022 at 11:56 AM

Please type your reply above this line

Dear Thomas -

Your request [#1628077](#) has been updated from Snow Joe. To add additional comments, please reply to this email.

Bria S. (Snow Joe)


Jan 20, 2022, 2:56 PM EST

Hello,

Being that the tracking is actually being updated by the carrier, we cannot issue a refund at this moment. I would advise contacting OnTrac for further updates.

Tracking Results for D10012879543354

Hover or tap select items for more details.



In Transit

[See Available Actions](#)

[Check Service Alerts](#)

<p>FROM LACEY, WA</p> <p>SHIPPED 12/21/21</p>	<p>TO SEDRO WOOLLEY, WA</p> <p>UPDATED DELIVERY DATE 01/20/22 By End of Day</p>
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Most Recent OnTrac Event

Hover or tap select items for more details.

Event	City
Shipment Delayed; Delivery Date Updated	

An event has delayed your delivery. We adjusted the expected delivery date and will deliver your package as soon as possible.

Thank you

Thomas Rose

Jan 20, 2022, 12:57 PM EST

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Thomas Rose

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Jan 20, 2022, 12:41 PM EST

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[ML0X4K-MMZ4]

Tom Rose <tom.rose00@gmail.com>
To: "snowjoe.com support" <help@snowjoe.com>

Thu, Jan 20, 2022 at 12:03 PM

So you told me yesterday if it wasn't delivered you would refund. So you lied.

[Quoted text hidden]