



Sandra Miller <scmiller713@gmail.com>

Re: New customer message on August 20, 2022 at 5:44 am

1 message

Sandra Miller <scmiller713@gmail.com>

Thu, Sep 1, 2022 at 12:09 PM

To: Lucky-Paws <support@lucky-paws.co>, Sandra Miller <scmiller713@gmail.com>

Photo attached. Again I want a refund. Please advise.

On Mon, Aug 29, 2022, 3:01 PM Lucky-Paws <support@lucky-paws.co> wrote:

Hello!

Hi Sandra,

Thank you for getting back to us at Lucky Paws! I hope you had a wonderful weekend. I'm sorry to hear that the bed does not meet your furbaby's expectations. Before I send the instructions, may I please humbly ask for a photo of the bed you have? I will be forwarding the photo to our fulfillment team and monitoring team. Thank you so much, and we look forward to hearing from you soon. 🙏

Sincerely,

Carlo S

On Sat, Aug 27, 2022 at 1:05 PM <scmiller713@gmail.com> wrote:

I would like a refund and will return the bed. Please advise of the return address.

Thanks

On Mon, Aug 22, 2022 at 6:14 PM <support@lucky-paws.co> wrote:

Hi there, Sandra. I'm truly sorry to hear that the size does not fit your dog well. Unfortunately, if we honor an exchange, you'll have to return the bed to us at your own return shipping costs. If this sounds okay with you, please let me know and I'll assist you accordingly. Thank you very much. 🙏

Sincerely,

John D 😊

Customer Support

On Mon, Aug 22, 2022 at 6:06 PM <scmiller713@gmail.com> wrote:

Thank you I did receive the bed. However, it is not a large as I ordered and paid for. My dog is medium size and he cannot stretch out in the bed that was sent. Please advise about exchanging them.

Thanks

On Mon, Aug 22, 2022 at 5:46 PM <support@lucky-paws.co> wrote:

Hi there, Sandra.

I'm John from Lucky Paws. I hope you're doing well today.

Upon checking your order number **LP4088**, I can confirm that the dog bed was already tagged as delivered. Please check the tracking link below for your confirmation.

<https://new.yuntrack.com/parcelTracking?id=YT2222021272200652>

We highly advise you to check in with your neighbors or your local courier to check where your package went into. Thank you so much, and please let us know what else we can do to help, Sandra. 🙏

Sincerely,

John D 😊

Customer Support

On Sat, Aug 20, 2022 at 12:44 PM <scmiller713@gmail.com> wrote:

You received a new message from your online store's contact form.

Country Code:

US

Contact Form Name:

Sandra Miller

Email:

scmiller713@gmail.com

Body:

Hello,

I received the calming cookies but not the bed. Please advise when the bed will arrive.

Thank you

If you have any additional questions or concerns, please feel free to reach out to us. We'd be glad to help.



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