

From: Shirleywigs Customer Service service@shirleywigs.com
Subject: Re: Order
Date: October 18, 2013 at 11:10 AM
To: Sue Bartlow suebartlow@me.com

I will give you the return address on monday because it is time for us to enjoy weekend.beg your pardon.

----- Original -----

From: "Sue Bartlow" <suebartlow@me.com>;
Date: Sat, Oct 19, 2013 00:07 AM
To: "Shirleywigs Customer Service" <service@shirleywigs.com>;
Subject: Re: Order

Thank you. Where do I mail them too and do I need to mail them a certain way?

Sue Bartlow
217 Brett Drive
Madison, AL 35758
(256)617-3167
www.asburyumcmadison.com
www.mycmsite.com/suebartlow
Sent from my iPhone

On Oct 18, 2013, at 11:05 AM, Shirleywigs Customer Service <service@shirleywigs.com> wrote:

ok, we can give you the full refund, but you need to return the wigs to us firstly,thanks.

----- Original -----

From: "Sue Bartlow" <suebartlow@me.com>;
Date: Sat, Oct 19, 2013 00:03 AM
To: "Shirleywigs Customer Service" <service@shirleywigs.com>;
Subject: Re: Order

I want ALL of my money refunded. I can contact my credit card company and file for a chargeback if you aren't cooperative.

Sue Bartlow
217 Brett Drive
Madison, AL 35758
(256)617-3167
www.asburyumcmadison.com
www.mycmsite.com/suebartlow
Sent from my iPhone

On Oct 18, 2013, at 10:56 AM, Shirleywigs Customer Service <service@shirleywigs.com> wrote:

we can give you 40USD to save you,we donot afraid loose money in some point but we want to save you as our long term customer.we are really sincerely to you.

----- Original -----

From: "Sue Bartlow" <suebartlow@me.com>;
Date: Fri, Oct 18, 2013 11:40 PM
To: "Shirleywigs Customer Service" <service@shirleywigs.com>;
Subject: Re: Order

I would like to send them back and get a full refund. I've paid \$100 for a high quality human hair wig from paulayoung.com and trust them. Your website is misleading that Shirley wigs is located in CA and wigs came from China and in a low quality condition.

Sue Bartlow
217 Brett Drive
Madison, AL 35758
(256)617-3167
www.asburyumcmadison.com
www.mycmsite.com/suebartlow
Sent from my iPhone

On Oct 18, 2013, at 10:35 AM, Shirleywigs Customer Service <service@shirleywigs.com> wrote:

Dear,

Thanks for your quick reply. What is your idea to solve this problem, do you have good ideas? we will try our best to satisfy you if only it sound reasonable.we will also give you more discount in the future.we want to do long term business with our customer.we are sincerely to every customer. hope get your support.

Best Regards
ShirleyWigs

----- Original -----

From: "Sue Bartlow" <suebartlow@me.com>;
Date: Fri, Oct 18, 2013 11:31 PM
To: "Shirleywigs Customer Service" <service@shirleywigs.com>;

Subject: Re: Order

I paid over \$300 \$20 is not satisfactory!

Sue Bartlow
217 Brett Drive
Madison, AL 35758
(256)617-3167
www.asburyumcmadison.com
www.mycmsite.com/suebartlow
Sent from my iPhone

On Oct 18, 2013, at 10:28 AM, Shirleywigs Customer Service <service@shirleywigs.com> wrote:

Dear friend,

Sorry to hear you dissatisfied with our wigs. How about we refund you 20usd and you keep the wig, In fact the price for the wigs are very cheap. but we have tried our best to prepare the wigs for you. hope you can accept our 20discount and our sincerity.

Best Regards
ShirleyWigs

----- Original -----

From: "Sue Bartlow" <suebartlow@me.com>;
Date: Fri, Oct 18, 2013 08:50 PM
To: "service" <service@shirleywigs.com>;
Subject: Order

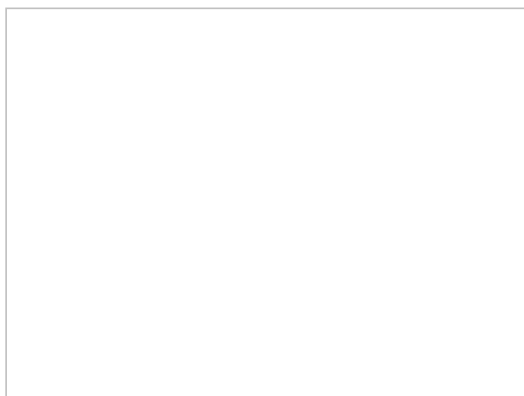
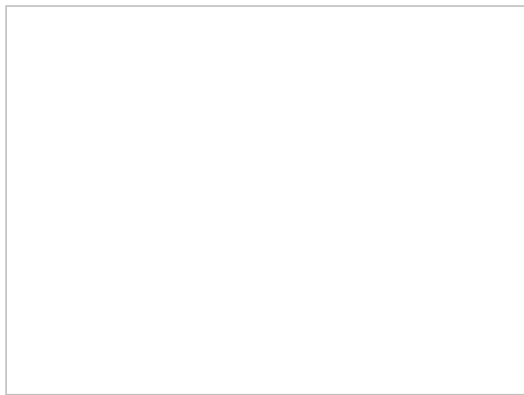
Good day,

I just received my order yesterday and upon taking it out of the package, I discovered the quality just wasn't up to my standards of wearing it daily. There doesn't seem to be enough hair and the lace shows through. I would like to send these back and receive a refund please. They are still in the original condition. PLUS I asked for color #4 on 1575 and received brown. Please let me know what my next steps are.

Thank you,
Sue Bartlow

Begin forwarded message:

From: Sue Bartlow <suebartlow@me.com>
Date: October 18, 2013 7:45:04 AM CDT
To: Sue Bartlow <suebartlow@me.com>



Sue Bartlow
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Madison, AL 35758
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Sent from my iPhone

