

-----Original Message-----

From: service@anniecloth.com
Sent: May 10, 2021 11:52 PM
To:
Subject: Hi

Hi,

HBOBB

Sorry that you are not satisfied with the item(s).

Please note that customers must respond to every email within 7 days. If not, we will close this case after the aforementioned deadline.

Our return center is located in Guangzhou, China.

According to our return policy, the customer is responsible for return shipping costs and any other related return charges (including possible custom fees). Your refund will be processed after our return center receives and inspects the return package.

Since International returns might result in long waiting times and incur substantial return costs on your side, we recommend some alternative methods to resolve this issue.

We would like to offer you a 15% cash refund instead of returning the item(s). If there are any sizing issues, you can use this fund to alter the cloth.

If you still want to return the package, you should email us for a return label within 7 days, the aforementioned deadline.

You can check the return policy here: <https://anniecloth.com/information/Refund%20Policy>

***Kind reminder: Any addresses on the parcel are not approved as the return address.

Returned packages without an authorized return address from customer service representatives will not be refunded or exchanged. ***

Thanks for your patience! Please don't hesitate to email us if you have any questions.

Best regards,
Sally
ANNIECLOTH

-----Original Message-----

From: service@anniecloth.com
Sent: May 12, 2021 8:56 AM
To:
Subject: Re: Hi

Hi,

HBOBB

We are so sorry for make you feel dissatisfied with us. Thank you very much for your patience to wait. Thank you for your suggestion and we will improve our products accordingly.

**How about offer you a refund of 35% for the item.
If you could accept? or return goods to us. According to the return label that we sent to you**

For more information on your order, please contact service@annielcloth.com
Many thanks for your patience and I hope you enjoy shopping with us!

Best regards,
Sofía
ANNIECLOTH

-----Original Message-----

From: service@annielcloth.com
Sent: May 12, 2021 3:32 AM
To:
Subject: Re: Hi

Hi,

HBOBB

Sorry to hear that. You can return the item to us.

Thank you for your return request.

For ANNIECLOTH return policy, please visit the following link: <https://annielcloth.com/information/Refund%20Policy>

If you would like to keep the item(s) and skip the return hassle, we'd love to improve the compensation rate to be 25% money refund.

If you still want to return the item(s) rather than keep with the above compensation, please kindly follow below instruction to arrange your return.

The return shipping address is indicated in the return label attached at the bottom of this email. (A PDF File)

1. Return for a money refund.

You are responsible for return shipping costs.

Once the return is completed, a refund to your original payment account will be issued within a week.

Please let us know your decision, and we will act accordingly.

Please read the following requirements before mailing out the merchandise:

-Please make sure the item(s) in the return package matches the return requests.

Any unmatched item(s) might result in a loss at the return center.

-Item(s) must be returned with all tags attached, unworn, unwashed, unstained and unperfumed, in the original bag.

If not, **the buyer is responsible for all incurred fees and no refund will be issued.**

-Please download and print the return label from this email provided by Our Service Team. (This is NOT a prepaid shipping label).

If you do not have access to a printer, you may simply include your original paper invoice that came with your order. We need some way to identify the return as yours otherwise there can be major delays with processing your return.

-Seal the box after you pack items into it and affix the return label to the outside.

Our return center CANNOT process your return order properly without this label. Please ensure the original post label is removed or fully covered if the original packaging is used.

-Any shipping charges for the returned item(s) are the client's responsibility, as well as all applicable customs duties, and fees, taxes.

-To ensure speedy return with minimum customs delay,

1) return it through local post service with the proper postage; 2) on the customs form, you will have to enter an item's value (You might be taxed when it is over the threshold)

-For updates regarding your return, please contact service@anniecloth.com and include the return tracking number. Emails will be responded to within 1-2 business days.

In addition, we welcome and appreciate all suggestions to improve our products and services. Thanks for your patience! Please don't hesitate to email us if you have any questions.

Best regards,
Jasmine
ANNIECLOTH

-----Original Message-----

From: service@anniecloth.com

Sent: May 17, 2021 7:35 PM

To:

Subject: Hi

Hi,

HBOBB4

Sorry that you are not satisfied with the item(s).

Please note that customers must respond to every email within 7 days. If not, we will close this case after the aforementioned deadline.

Our return center is located in Guangzhou, China.

According to our return policy, the customer is responsible for return shipping costs and any other related return charges (including possible custom fees). Your refund will be processed after our return center receives and inspects the return package.

Since International returns might result in long waiting times and incur substantial return costs on your side, we recommend some alternative methods to resolve this issue.

We would like to offer you a 15% cash refund instead of returning the item(s). If there are any sizing issues, you can use this fund to alter the cloth.

If you still want to return the package, you should email us for a return label within 7 days, the aforementioned deadline.

You can check the return policy here: <https://anniecloth.com/information/Refund%20Policy>

***Kind reminder: Any addresses on the parcel are not approved as the return address.

Returned packages without an authorized return address from customer service representatives will not be refunded or exchanged. ***

Thanks for your patience! Please don't hesitate to email us if you have any questions.

Best regards,
Sally
ANNIECLOTH