

Email exchange with support@homepantss.com:

rachel

2020-07-14 09:17

Dear customer,

Thanks for your email.

Please kindly note the item need be returned with original packing and that the customer need pay for returned shipping charge.

Besides, the refund will only part-cover the product price. We sincerely suggest if you will consider again to keep the item.

We would like to make up \$6 gift card for you in this case for our sorry. Is that okay for you?

liatrudberg

2020-07-13 22:59

Dear support,

I have never had such an unprofessional interaction in my life and I can't believe you're trying to take advantage of people during this Covid-19 insanity.

If you do not provide a \$30 Amazon gift card I will report this to the better business bureau, contact the federal trade commission, post on Ripoff Report, Yelp, Planet Feedback, Pissed Consumer, and will also visit Resolver which will connect me to the proper authorities to pursue your business. If you do not return the money that I am requesting (and you're also refusing to exchange items I'm requesting) I will do all of this, because your behavior is ridiculously unprofessional.

\$30 Amazon gift card or my next email is to spam@uce.gov in order to alert the Federal Trade Commission.

Liat Rudberg

On Sun, Jul 12, 2020 at 9:26 PM support-homepantss <support@homepantss.com> wrote:

rachel
2020-07-13 09:26

Dear customer,

Thanks for your mail.

As the return shipping charge is high and need a very long time till we received. Besides, the refund will only cover or part-cover the product price. We sincerely suggest if you will consider again to keep the item. As I see, the style you bought is really popular and cost-effective,

maybe you can give it to a suitable friend/family as gift or transfer it to colleagues/neighbors. Which would be perfect. Meanwhile, we would like to make up \$5 gift card for you in this case for our sorry. How do you think that?

liatrudberg
2020-07-11 08:18

Good evening,

It's definitely not ok, \$3 dollars is nowhere near the \$30 I paid for the yoga pants that I want to return. You're offering less money than what I want returned, you're asking not to exchange the clothing that I want exchanged (which lets you keep the money instead of asking to return all of it), and you think I'll purchase from your site again with it?

You have a clearly stated return policy and this isn't following those guidelines at all. As stated in your return policy that is clearly written on your site, please refund the money for the yoga pants and instruct me on where to return them.

I am waiting for your response,
Liat

On Wed, Jul 8, 2020 at 2:07 AM support-homepantss <support@homepantss.com> wrote:

rachel
2020-07-08 14:07

Dear customer,

Sorry for the inconvenience caused to you.

Would it be possible for you to keep the item?

As for your compensation, we would give you a \$3 gift card. You can use it to purchase things on our website.

Is that okay for you ?

liatrudberg
2020-07-08 00:28

Hello,

Is there any follow-up on this? I worry about the return date.

Thank you,
Liat

On Sun, Jun 28, 2020 at 10:53 PM support-homepantss <support@homepantss.com> wrote:

rachel

2020-06-29 10:52

Dear customer,

Thanks for your mail.

We will check it with our suppliers, and we will reply you once we get news from them.

Have a great day!

liatrudberg

2020-06-27 00:10

Good afternoon,

I received my shipment today, thank you. Unfortunately, 2 items were sent that are wrong. I ordered:

(1) Wrap Skirt Two-layer Funky Lounge Pants

M / WhiteLength: regular(33"-34") and (1) Stretchy Soft Eco-friendly Bamboo Yoga PantsBurgundy / MLength: regular(33"-34").

I am attaching a photo of what I received, which is something blue that I didn't even open and a RED pair of the bamboo yoga pants (clearly red in the photo). I never received the white wrap skirt lounge pants.

At this point, due to the quality of material and sewing, I want to return the yoga pants completely.

I also want to exchange the panda shorts I received for a size Large.

Summary: I never received the white lounge pants, I want to return the yoga pants completely, and exchange the panda shorts for a size Large. Please inform me of how and where to send these items for return and exchange.

Thank you,Liat Rudberg

[wrongitemshomepantss.jpg \(4.62MB\)](#)

Please feel free to contact if you have any further question. We're always here to help.

CS Support



**Liat
Rudberg <liatrudberg@gmail.com>**

Jul 15, 2020, 12:09 PM (5 days ago)

to support-homepantss

Hello,

I'm emailing spam@uce.gov right after finishing this email and contacting all of the platforms I informed you in the last email. Again, inform me how to return the **Stretchy Soft Eco-friendly Bamboo Yoga Pants** or return the full price to my credit card.

Liat