

Les Marinkovich

To: Tred Fashion Customer Service
Subject: RE: ☑ Are we still welcome in your inbox?

Good Morning Hazel, (if indeed this is your correct name?)

As you can see from the email sequence with your company, I order this item on the 13 March 2020 and it still has not been delivered. This would appear to be a scam. I will be contacting

From: Tred Fashion Customer Service [mailto:service@tredfashions.com]
Sent: Tuesday, 14 July 2020 12:24 am
To: Les Marinkovich
Subject: Re: ☑ Are we still welcome in your inbox?

Hi Les,

We are so sorry about that. We also just rely on the tracking updates provided on the website. But we will try to follow up on this to see what the status of your order is. Don't worry all the information you need should be available this week.

Rest assured that it's on its way. We are hoping for your patience and understanding. Our apologies for any inconvenience.

Best regards,

Hazel
Customer Service Department
www.tredfashions.com
Tred Fashions

On Mon, Jul 13, 2020 at 9:10 AM Les Marinkovich <lesmarinkovich@gmail.com> wrote:

Good Morning Hazel,

My order from the 13 March this year still have not been delivered. I am bitterly disappointed to say the least acting in good faith on the promises made by Tred Fashions to sort the matter out but which has not happened.

Given the time lapse, and with zero confidence that anything will be done to rectify this matter, I am now requesting a full refund of my money back into the credit card from which it was paid. Please action ASAP.

Kind Regards

Les Marinkovich
New Zealand

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From: Tred Fashion Customer Service [mailto:service@tredfashions.com]
Sent: Tuesday, 19 May 2020 12:01 am
To: Les Marinkovich
Subject: Re: ☑ Are we still welcome in your inbox?

Hello,

We are sorry you have not received your order yet.

We are now coordinating with the Logistics Team with regards to the current status of your order. We will get back to you soon as we hear from them.

We sincerely apologize for the inconvenience caused and we hope for your patience and kind understanding on this matter.

Sincerely Yours,

Hazel
Customer Service Department
www.tredfashions.com
Tred Fashions

On Mon, May 18, 2020 at 12:24 PM Les Marinkovich <lesmarinkovich@gmail.com> wrote:

Hi Hazel,

My order has still not been delivered. This is quite ridiculous.

Please update me with the tracking order.

Regards
Les Marinkovich
New Zealand

On Tue, Apr 14, 2020, 10:13 PM Les Marinkovich <lesmarinkovich@gmail.com> wrote:

Hi Hazel,
Thank you for your update that is reassuring. I look forward to getting the tracking info.
Kind Regards

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Les

On Tue, Apr 14, 2020, 10:10 PM Tred Fashion Customer Service <service@tredfashions.com> wrote:

Hello,

We already processed your order, please do not worry, we are just waiting for the tracking number to be updated in our system. We hope for your patience as we received message from Logistics that due to high volume of shipments there were some delays experienced.

You will receive an email with the tracking number once available

In our delivery policy page, clearly stated the delivery timeframe for which destination. Please be patient and rest assured that your order will be delivered. <https://www.tredfashions.com/pages/delivery-policy>

Please let us know if there's anything else we can help you with.

Sincerely Yours,

Hazel
Customer Service Department
www.tredfashions.com
Tred Fashions

On Tue, Apr 14, 2020 at 1:58 AM Les Marinkovich <lesmarinkovich@gmail.com> wrote:

No! you have not yet delivered my last purchase from 13 March. Until that is done no more purchases from me.

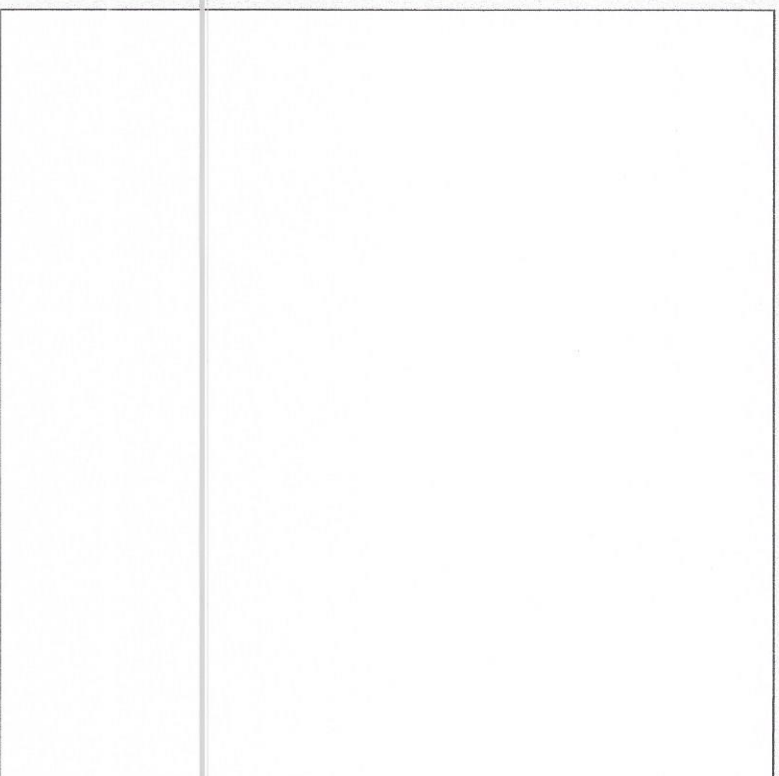
Kind Regards

Les Marinkovich

New Zealand

On Sat, Apr 11, 2020, 4:01 AM Tredfashions <service@tredfashions.com> wrote:

Are we still welcome? Please open



We haven't seen you in a while!

It's been awhile since your last purchase on .

HOW ABOUT 10% OFF?

It's our little way of saying 'we miss you'

Enter code **MISSYOU10** at checkout to unlock your 10% discount

[Redeem & Shop Now](#)

No longer want to receive these emails? [Unsubscribe](#).
Trefashions Schneller 5048 Nazareth, North Israel 16000

Hazel

Customer Service Department

www.trefashions.com

Delivery Policy: <https://www.trefashions.com/pages/delivery-policy>

Return Policy: <https://www.trefashions.com/pages/return-policy>

FAQ Page: <https://www.trefashions.com/pages/shipping>

Business Hours: Monday-Friday 9am-5pm EST

Sincerely Yours,

Hazel

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