

[126940468-4]Re:[Buyee] About Auction

Sat, Oct 2, 2021 1:12 am

Buyee Customer Support (support@buyee.jp)To:you [Details](#)

Dear Azizidarkreborn,

This is the Buyee Customer Support.
Thank you for using our service.

In response to your package G2005152976, we have informed you that since our relevant department has this error on sending emails to notify you about the storage period, therefore, they have refreshed the storage count last 9.16.2021, therefore, we would suggest you to ship the package before the free storage end to avoid of having fees.

We apologize for the inconvenienced have caused you.
Please do not hesitate to contact us if you have any other questions or concerns.

Sincerely,
Angelu
Buyee customer support

<<Business Hours>>

Buyee customer service: Weekdays 10:00 - 17:00 JST

Buyee online support: Weekdays 11:00 - 17:00 JST

* Our office isn't operational on weekends and Japanese National Holidays.

We will attend to your emails as soon as we resume operations on the next business day.

Top Page: <http://buyee.jp>

FAQ: https://faq.buyee.jp/pkb_Home?l=en_US

Contact Form: <http://buyee.jp/help/yahoo/guide/inquiries?lang=en>

#EN_★-001

> Observe the following message. You have literal proof of disposal of this auction. You cannot charge me for something that no longer exists, whether it was shipped to a warehouse or not. I have already paid for this item and I'm not going to do so again. "As stated in our previous notifications, the below mentioned package has not been processed for international shipping yet." You cannot in good faith attempt to charge me for the shipping of a product that occurred after telling me you have disposed of an item. I would consider that a breach of your terms of service. I do not wish to have a toxic relationship with your company, and wish to do business again in the future, but this is a bullshit tactic.

>

> -----Original Message-----From: support@buyee.jpTo: sarahaxis@aim.comSent: Thu, Sep 16, 2021 2:32 amSubject: 《please read》 Disposal of Auction Id: q365605894 Please connect to the Internet to view the contents of this email.

> Thank you for using Buyee.

>

> As stated in our previous notifications, the below mentioned package has not been processed for international shipping yet.

>

> Since your package has been stored at our warehouse for more than 90 days without being processed to international shipping fee payment, we have disposed of this item with regard to the article 16 in the Terms of Service.

>

> We will not accept any request for refund of any charges that you already paid for the item. We are sorry if there is any caused inconvenience, and your understanding will be greatly appreciated. Baggage Number G2005152976

>

>

> q365605894

>

> Item: 新品未開封品☆ NINTENDO DS ゲームソフト☆ ロックマン エグゼ (オペレートシューティングスター)

> Quantity: 1

> Item

URL: https://buyee.jp/item/yahoo/auction/q365605894?_p0:54:99923:1362934: q365605894:857:@@If you just made an arrangement before receiving this email, please disregard this message.

>

> Please feel free to contact Buyee customer support if you have any questions or problems.

> support@buyee.jp

> * Please feel free to contact us if you need any assistance.

> * Office Hours: Weekdays, 10 : 00~17 : 00

> (Our office do not operate on weekends, so we will respond to your emails on the next business day, Monday.)

> Buyee, a new service brought to you by tenso, inc.© Buyee. all rights reserved.

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> -----Original Message-----

> From: Buyee Customer Support

> To: sarahaxis@aim.com

> Sent: Fri, Oct 1, 2021 1:56 am

> Subject: [126940468-2]Re:[Buyee] About Auction

> Dear Azizidarkreborn,

>

> This is the Buyee Customer Support.

> Thank you for using our service.

>

> Regarding your package [G2005152976](Auction ID:q365605894), since there has been a system error of not sending the reminder e-mail to some of the packages, we have deleted the storage fees for the targeted packages. Also, we have started a new free storage period from September 16th for those packages. Please kindly arrange the shipment on your .

>

> As for your concern, when you place an order or win a bid, you will be charged for the payments (1st time payment). After the package arrived at our warehouse, you have to pay for the shipping related costs (2nd time payment) to ship out your package.

>

> For more information regarding how to ship out your package, please kindly refer to the following page:

> <http://buyee.jp/help/yahoo/guide/shipping>

> * Your package will be shipped out after you have completed a payment.

>

> Thank you in advance for your cooperation and understanding.

>

> Please do not hesitate to contact us if you have any other questions or concerns.

>

> Sincerely,

> Charlotte

> Buyee Customer Support

> _____
> Buyee Customer Service Office Hours: Weekdays, 10 : 00~17 : 00 (JST)
> ※ Our office isn't operational on weekends and Japanese national holidays.
> Because of this, there will likely be a delay in reply to your emails until the next business day.
>
> (URL) : <http://buyee.jp>
> (FAQ) : https://faq.buyee.jp/pkb_Home?l=en_US
> (Inquiries) : <http://buyee.jp/help/yahoo/guide/inquiries?lang=en>
> _____
> #EN_00-01
> > オークションID・注文番号・荷物番号 : q365605894
> >
> > I have proof that this had already sent an email to me saying this has been discarded. You can't
> charge me for storing something that you have already claimed to cancel. I'm not going to pay you for any
> of this.
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