

On Friday, May 29, 2020, 3:11:06 AM CDT, paypal@24hservice.vip <paypal@24hservice.vip> wrote:

Hi Matt Huber,

If you don't want to return the product, may we refund you \$17 as compensation?
Please advise.
Thank you.

时间星期五, 29 五月 at 7:22 AM , Matt Huber <webuytx@yahoo.com> 内容:
Dear Sally,

Included in my purchase is a 2 year warranty (attached with the printed receipt).

Further attached is a photo of a 3rd party repair vendor with full car wrap advertising.
This firm repairs Samsung products in Houston. As stated in a previous email this is an
extremely common business practice when the manufacturer is overseas.

I expect the warranty to be honored.

Matt Huber
4407 Frontier Drive
Houston, TX 77041
WeBuyTX@Yahoo.com
832-630-6298

----- Forwarded Message -----

From: Matt Huber <webuytx@yahoo.com>
To: paypal@24hservice.vip <paypal@24hservice.vip>
Sent: Friday, May 22, 2020, 9:28:29 AM CDT
Subject: Re: Fascial Gun KH-320 purchased 12/31/2019 has something rattling
inside and it is not working, clearly it is broken

Hello Sally,

The product broke while under warranty. The normal compensation is one
of the following:

1) replace the failed product with a new one

OR,

2) full refund of the purchase price - in this case \$59 -

OR,

3) send to a repair facility within country to fix the issues.

If you don't have a contract repair facility in the U.S. (of which there are
literally hundreds of these companies) I have offered to open up the product
to see if the rattling is caused by a broken part which is clearly and easily
identifiable and also which appears easily fixable. If I think I have the
capability to fix it you could mail me the needed parts.

With the exception of me doing the diagnosis and repair (if it looks like I
can), all three alternatives are standard of the industry. Your firm should set
up a policy based on one of those 3 alternatives. Generally the cost of
manufacture is MUCH cheaper than the retail sales price so most companies
prefer to send a new replacement product if they don't have a repair facility

in country because the cost is less than giving a full refund. If the cost of repairs is more expensive than replacement, a company would generally choose to replace the product. Essentially the choice from a wise company is the least expensive cost to the company that results in the full restoration of the product or a full refund.

I will be satisfied with any of the 3 alternatives above. I liked the product, before it stopped functioning.

Sincerely,

Matt Huber

On Friday, May 22, 2020, 7:42:37 AM CDT, paypal@24hservice.vip
<paypal@24hservice.vip> wrote:

Hi Matt Huber,
What kind of compensation do you want?

Sally Sha

Re: Fascial Gun KH-320 purchased 12/31/2019 has something rattling inside and it is not working, clearly it is broken

From: paypal@24hservice.vip (paypal@24hservice.vip)

To: webuytx@yahoo.com

Date: Friday, June 5, 2020, 6:19 AM CDT

Hi Matt Huber,

Our return address

is **1st Floor, Building E, Zhengchangda Digital Technology Park, Jian'an Road, Tangwei Community, Fuhai Street, Bao'an District, Shenzhen City, Guangdong, China**

We promise that you will get your full refund.

Just offer us valid information of your returned package:

1. Tracking Number (By screenshot or picture)

2. A picture of your Returned Package (which showed return address)

Once you meet the above conditions and we checked it, we will refund you immediately.

Please notice that we can not cover your shipping fee of returns from now.

Thanks.

时间星期五, 5 六月 于 2:21 AM, Matt Huber <webuytx@yahoo.com> 内容:
Hello Sally,

Your offers continue to be inadequate. What is worse, your company clearly has no integrity.

You act like this is a negotiation when the negotiation ended with the purchase which included the promise to warranty the item for 2 years. I fully expect your company to honor the warranty.

I have attempted to file a dispute with PayPal multiple times, including minutes ago, through their text messaging system. On occasion I have actually gotten into their dispute system but it does not allow me to answer the questions honestly without being re-routed out of the computer dispute system.

I will further be filing a dispute with my credit card company.

Failing to satisfactorily honor the 2 year warranty, by Zaraka Company or PayPal, I will stop doing business with both companies in all capacities. I have already written a monthly publication to which I subscribe that they will need to provide another payment method other than PayPal or I will stop doing business with them because I refuse to do business with companies that lack integrity.

I have 2 cases of dealing with Chinese companies with no integrity just this year. The other posed as if it were located in Miami and claimed it would ship face masks within 24 hours of being ordered - that was in late March. I cancelled the order the next day and they kept lying and emailing me the product had already shipped so couldn't be cancelled. Three weeks later the tracking number was still not in the US postal system. 5 weeks later the product had still not arrived. In this case my credit card company had integrity and reversed the charge.

I would prefer to stop doing business with all businesses with no integrity and make complaints on every complaint board I can find, starting with RipOffReport.com, to warn others away from doing business with companies such as yours.

I expect nothing less than restitution in full or replacement of the failed product. Failing that I prefer to do my utmost to warn American consumers from doing business with Zaraka Company and other Chinese businesses with no integrity.

Sincerely,

Matt Huber