

**Re: Order # 5edc1e3d47e0e46f6008001e was canceled**

Lori Lindgren <lori-ag@hotmail.com>

Thu 7/2/2020 10:53 AM

To: Poshmark <orders@poshmark.com>

I had to get the appraisal because you initially refused to refund based on me telling you within the 3 days not as described. So how am I getting my \$150 back.

Sent from my iPhone

On Jul 2, 2020, at 10:34 AM, Poshmark <orders@poshmark.com> wrote:



Re: Order Id 5edc1e3d47e0e46f6008001e

Dear Lori,

We wanted to let you know that order # 5edc1e3d47e0e46f6008001e for "5 ct Sparkling round diamond DIAMOND TENNIS BRACEL" was canceled. We canceled the order for the following reason(s):

- Item not as described

Your total purchase price including shipping of \$3,291.41 has been refunded back to you.

We are sorry about this cancellation and hope you find another beautiful item on Poshmark.

[View Order](#)

Sincerely,

Poshmark Community Team

This message was sent to [lori-ag@hotmail.com](mailto:lori-ag@hotmail.com).

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203 Redwood Shores Pkwy, 8th Floor, Redwood City, CA 94065

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rr445526

Updated May 30

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13



### 5 ct Sparkling round diamond DIAMOND TENNIS BRACEL

\$2,999 ~~\$6,690~~

FREE AUTHENTICATION

SIZE

**THIS ITEM IS SOLD**

Like and save for later

Like Comment Share Report

allisoncornell and 2 others like this 21 Comments

immaculatelybri Hi! Do you offer Affirm?  
May 21 · Reply ·

rr445526 @immaculatelybri Poshmark handles payment you can contact them about payments.  
May 22 · Reply ·

llindgren1963 What is diamond grade and color  
May 31 · Reply

rr445526 @llindgren1963 These are G color and VS stones.  
May 31 · Reply ·

allisoncornell How would the price change if you have a 4.5 inch wrist?  
Jun 04 · Reply ·

rr445526 @allisoncornell 4.5" would be for \$2242 you can make offer on poshmark for \$2242 for 4.5 inches and we would accept it.  
Jun 05 · Reply ·

rr445526 @llindgren1963 it's on it's way to Poshmark and once they authenticate it would be sent to you by Poshmark  
Jun 12 · Reply ·

llindgren1963 Does it have a lock on it for security when I am wearing it  
Jun 13 · Reply

rr445526 @llindgren1963 yes has safety chain  
Jun 13 · Reply ·

llindgren1963 Thx  
Jun 13 · Reply

rr445526 @llindgren1963 You can view videos here  
<https://youtu.be/nJha-8RaoOo>  
[https://youtu.be/pDYVUI6A\\_yI](https://youtu.be/pDYVUI6A_yI)  
Jun 18 · Reply ·

\* Metal Name: WHITE GOLD 14K STONE SPECIFICATIONS Stone Name: DIAMOND Stone Cut : Round Brilliant Stone Specifications: There are approx. 5 carats of round diamonds. Natural earth mined diamonds Total Stone Weight : approx. 5 carats BRACELET SPECIFICATIONS Setting : 4 prong setting Length : 7" (Can change length, please indicate about change with payment) Appraised Value : \$19500.00 Comes with FREE

CATEGORY

COLOR

Women

Jewelry

Bracelets

SHIPPING/DISCOUNT

~~\$7.11~~ FREE Expedited (1-3 day) Shipping on orders over \$500!

FREE authentication on orders over \$500!

Buyer Protection & Refund Policy

ABOUT THE SELLER



RAJ

rr445526

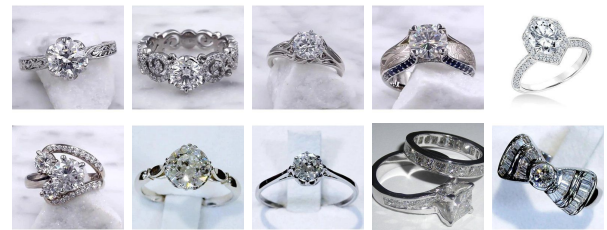
12.9k

Listings

1.4k

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1 day ago · Reply



rr4455526 @llindgren1963 if you still want the bracelet we can exchange it do you have a photo of the one you saw in store and the price We also have 8 carats , 10 carats and 14 carats available if you want to upgrade to those

1 day ago · Reply ·



llindgren1963 @rr4455526 I will take a photo tomorrow and send. I want a refund

1 day ago · Reply



llindgren1963 Where do I send photos. Even the lady at the store said it wasn't 5 carats. Also the one at store sparkled more and wasn't vs quality. Do you need me to get it appraised?

23 hours ago · Reply



llindgren1963 I had it appraised and it is only 2.97 carats, you are a scam artist. I am reporting you and I want my money back!

14 hours ago · Reply



rr4455526 @llindgren1963 The jewelers are in business to make their own sales. You can take any item to them they would downgrade unless you bought from them. I see you started return on Poshmark and they denied it. Its over 5 carats you can return it for a full refund from our side. If you want to keep it we can do a discount of \$750

9 hours ago · Reply ·



llindgren1963 Give me the details to return it to. The jeweler is not in the business to downgrade. They are certified. They only denied in until asked me to provide copy of appraisal. I did all tat was necessary.

2 hours ago · Reply



llindgren1963 It was a certified appraiser.

2 hours ago · Reply



llindgren1963 Please contact Poshmark and let them know you approve return as it needs to go thru them as well.

2 hours ago · Reply



rr4455526 @llindgren1963 We have written to Poshmark that its okay to return it, they should get back to us in next 2 days.

2 hours ago · Reply ·



Add your comment..

Send

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tape bracelet

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**Re: Re: Order # 5edc1e3d47e0e46f6008001e was canceled**

Lori Lindgren <lori-ag@hotmail.com>

Mon 7/6/2020 2:12 PM

To: Poshmark Support <noreply@poshmark.com>

You have not returned my numerous messages about being reimbursed my \$150 for the appraisal that needed to be done because you initially refused to return the bracelet. It was later deemed not as described. I am due a refund or at least a credit on you site. Please respond.

---

**From:** Poshmark Support <noreply@poshmark.com>

**Sent:** Thursday, July 2, 2020 10:53 AM

**To:** lori-ag@hotmail.com <lori-ag@hotmail.com>

**Subject:** Re: Re: Order # 5edc1e3d47e0e46f6008001e was canceled

Hi there,

Thanks for reaching out! We've received your email and our team is working as quickly as possible to answer your questions. Our goal is to get back to you in less than 24 hours; however, evenings or weekends might take us a little longer.

If you have not already included your username, order number, or any other relevant details, please submit a new request; direct responses to this email will not be received by our team.

In the meantime, search and find answers to some of the most common questions in our Support Center: <http://bit.ly/PoshSupport>

We will be in touch just as soon as we can. Thanks and happy Pushing!

-Poshmark Community Team

**Re: 5edc1e3d47e0e46f6008001e**

Lori Lindgren &lt;lori-ag@hotmail.com&gt;

Mon 6/29/2020 12:22 PM

To: Poshmark Support &lt;support@poshmark.com&gt;

It has been dropped off at post office

Sent from my iPhone

On Jun 28, 2020, at 11:18 PM, Poshmark Support <support@poshmark.com> wrote:

Good Morning Lori,

Thank you for providing the additional information needed to assist you. This order qualifies for a reevaluation. Attached is a shipping label destined for our Authentication team. The order may qualify for up to a full refund for the original purchase. Please package all items included in your order and ship at your earliest convenience. Once our team has completed their review, we will notify you of our findings.

Best,  
Franklin

Thanks for reaching out. We'd love to hear what you think of our customer service.

How helpful was the Poshmark support agent's response?



Happy Poshing!  
Poshmark Community Team

This message was sent to lori-ag@hotmail.com in reference to Case #: 39862416.

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

**From:** Lori Lindgren [lori-ag@hotmail.com]

**Sent:** 6/27/2020 5:03 PM

**To:** support@poshmark.com

**Subject:** 5edc1e3d47e0e46f6008001e

I contacted you yesterday and told you I received my item and it is not as described. It was supposed to be a 5 ct tennis bracelet and I knew after receiving it that it was much smaller. I did not accept it; I disputed it the day after I received it. It was not as described. I went ahead and got an independent appraisal today says that it is 2.97 carats not 5. The quality is not vs, but it is s12, The color is not G, but it is H. So nothing is as described. The appraiser also said it has a crack in the clasp and it has been used! You can tell under a scope. I would like a full refund. I also paid \$150 for the appraisal which should be reimbursed as well. I have documentation to back it up and you are more than welcome to call the appraiser. The jewelry vendor on your site is a scam artist!!!!

ref:\_00D1I2MF1S.\_5003uP8za8:ref  
<label.pdf>




## Fw: Specific Information Regarding Dispute with Affirm - Order Id 5edc1e3d47e0e46f6008001

Lori Lindgren <lori-ag@hotmail.com>

Sun 6/28/2020 10:57 AM

To: Poshmark <support@poshmark.com>

 13 attachments (4 MB)

someone else complaint.pdf; poshmark order.pdf; affirm backup206282020.pdf; affirm backup106282020.pdf; affirm backup06282020.pdf; affirm06272020.pdf; appraisal 206272020.pdf; IMG\_3480.jpg; IMG\_3481 (3).jpg; IMG\_3482.jpg; IMG\_3483.jpg; IMG\_3484 1.jpg; IMG\_3486 1.jpg;

I am disputing this with affirm and also have contacted the BBB. Your vendor said he would be contacting you about authorizing a return. see attached I am not the only one who has complaints on his quality. I attached from someone else. I live in redwood city and can drop this bracelet off at your office.

It is very unfortunate that I had to pay \$150 to get an appraisal that was not needed. The visual eye showed it was bad quality and not 5 carats.

---

**From:** Lori Lindgren <lori-ag@hotmail.com>

**Sent:** Sunday, June 28, 2020 10:51 AM

**To:** resolutions@affirm.com <resolutions@affirm.com>

**Subject:** Re: Specific Information Regarding Dispute with Affirm

Thank you for reviewing my case. I have attached the expert evaluation and all correspondence. The next day after I received the bracelet I contacted poshmark to not accept it based on quality and size. The original valuation from vendor says the diamonds were graded as mounting permits. None of that was disclosed prior top sale! If you look at the explanation for that it basically means the setting was include in the size. They told me specifically it was 5 carats and vs quality and g color. None of that is true per my evaluation. See attached.

The vendor on poshmark says they will contact poshmark to get me a refund. Please help me to follow-up on that with Poshmark.

I also attached someone else complaint that needed to get an outside appraisal because this vendor said it was a different quality than advertised!

Thank you. Lori  
650-307-7477

---

**From:** Affirm <resolutions@affirm.com>

**Sent:** Sunday, June 28, 2020 5:41 AM

**To:** lori-ag@hotmail.com <lori-ag@hotmail.com>

**Subject:** Specific Information Regarding Dispute with Affirm

Hello Lori,

We received your report of an issue regarding your recent Poshmark purchase. We have opened a dispute and will need some additional information to complete our investigation process.

Please reply directly to this email with any evidence in support of your position within our 15 day evidence collection window.

Based on your reason for dispute, we recommend providing the following evidence:

- Order Invoice, statement, tracking number and details
- Copy of any customer/merchant communication history
- Email, Chat Support, SMS texts/alerts, etc.
- Evidence describing how the merchant's product description does not match the product received
- Include multiple, high-quality photos to support the product was not as described
- Packaging box damages, physical item damages, picture of all item received in the parcel
- Screenshot or Copy of product listing and description as advertised by Merchant
- Expert documentation disproving authenticity

After the 15 day evidence collection window passes, it may take up to 15 additional days for us to update you with our final decision. If Affirm does not receive a response by the evidence due date, we may resolve this dispute in favor of the merchant and you will be responsible for any outstanding balance. The evidence due date for your dispute is 07/13/2020.

Please keep in mind that Affirm manages the financing of your purchase. As such, we must adhere to all refund, return and cancellation policies of the merchant. If your dispute is resolved in favor of the merchant, you will become responsible for any outstanding balance upon resolution.

Please also note that while a loan is in dispute, any outstanding or overdue payments will appear as overdue in your Affirm account, however, these loans are reported as 'in dispute' to Experian. As a result, during the dispute's duration outstanding payments are not reported negatively.

Thank you for being a valued Affirm customer.

Alan K  
Affirm Disputes Team  
[affirm.com/help](https://affirm.com/help)


---

## Fw: Specific Information Regarding Dispute with Affirm - Order Id 5edc1e3d47e0e46f6008001

Lori Lindgren <lori-ag@hotmail.com>

Sun 6/28/2020 10:57 AM

To: Poshmark <support@poshmark.com>

 13 attachments (4 MB)

someone else complaint.pdf; poshmark order.pdf; affirm backup206282020.pdf; affirm backup106282020.pdf; affirm backup06282020.pdf; affirm06272020.pdf; appraisal 206272020.pdf; IMG\_3480.jpg; IMG\_3481 (3).jpg; IMG\_3482.jpg; IMG\_3483.jpg; IMG\_3484 1.jpg; IMG\_3486 1.jpg;

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**From:** Lori Lindgren <lori-ag@hotmail.com>

**Sent:** Sunday, June 28, 2020 10:51 AM

**To:** resolutions@affirm.com <resolutions@affirm.com>

**Subject:** Re: Specific Information Regarding Dispute with Affirm

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Thank you. Lori  
650-307-7477

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**From:** Affirm <resolutions@affirm.com>

**Sent:** Sunday, June 28, 2020 5:41 AM

**To:** lori-ag@hotmail.com <lori-ag@hotmail.com>

**Subject:** Specific Information Regarding Dispute with Affirm

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Thank you for being a valued Affirm customer.

Alan K  
Affirm Disputes Team  
[affirm.com/help](https://affirm.com/help)

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**Re: Order Id 5edc1e3d47e0e46f6008001e**

Poshmark Support &lt;support@poshmark.com&gt;

Fri 6/26/2020 3:17 PM

To: lori-ag@hotmail.com &lt;lori-ag@hotmail.com&gt;

Good Afternoon Lori,

Thank you for your email. The claim was denied on June 26, 2020. The evaluator determined the order was in listing condition. The listing images and description was accurate to the order.

We do understand your recent inquiry and concerns. We do understand you may want to conduct your own evaluation. Please submit additional documentation such as jeweler appraisal to support your claims, and we would be happy to look into you case.

Best,  
Franklin

Thanks for reaching out. We'd love to hear what you think of our customer service.

How helpful was the Poshmark support agent's response?



Happy Poshing!  
Poshmark Community Team

This message was sent to lori-ag@hotmail.com in reference to Case #: 39848493.

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

**From:** Lori Lindgren [lori-ag@hotmail.com]

**Sent:** 6/26/2020 2:52 PM

**To:** support@poshmark.com

**Subject:** Order Id 5edc1e3d47e0e46f6008001e

I purchased this bracelet and I do not believe it is 5 cts or vs quality. I have compared it to another bracelet of the same size in the store and there is a big difference. I contacted you and you refused to refund my money. I am going to have it individually appraised because I believe it is not as described. I would appreciate a return call or email. I have not problem contacting the BBB about your customer service and the quality of what you represent. I also would have not problem suing

you in small claims court for misrepresenting the item. 650-307-7477

ref:\_00D1I2MF1S.\_5003uNzVoj:ref