Gmail [redacted]

Product Defective

3 messages

[redacted] Thu, Jul 23, 2020 at 7:51 AM
To: "support@mdrnmint.com" <support@mdrnmint.com>

Good morning,

We received our order for your product, Mosquito Killer.
Unfortunately, the fans do not work on any.
We are writing to you to obtain a full refund including shipping (both ways).

Thank you in advance.
[redacted]
Order #[redacted]

Michele Orais (Modern Mint) <support@mdrnmint.com> Fri, Jul 24, 2020 at 1:56 PM
Reply-To: Modern Mint <support@mdrnmint.com>
To: [redacted]

##- Please type your reply above this line -##

Your request (59599) has been updated. To add additional comments, reply to this email.

Michele Orais (Modern Mint)
Jul 24, 2020, 4:56 PM EDT

Hello, while we are pleased to know your item has arrived, we are sorry to hear you wish to return it. We are sorry things did not work out.

To return your order and process your refund, please send it to the address below, we will need proof of shipment and a tracking number for an immediate refund. If you do not provide these we have to wait until delivered back to us for a refund.

Please note as stated on our website we do not cover return shipping charges.

Please return it to our warehouse below:

Room303, Buiding A, Yongchang Industrial Area, Lixin Road NO.16, Nanwan Street Longgang District, Shenzhen City, Guangdong Province, China (Zip Code: 518116)
Name: Alisa Wong Phone number: +8618320850314

Thank you, let us know how it goes!