

I can re-direct you to a Wish support agent to better assist you. What would you like to do?

Wish Assistant | Sep 13, 2020

Contact support agent

Wayne

Wayne | Sep 13, 2020

Please upload one or more photos of the item and describe the issue in detail so that we can best assist you.

Please take care not to include sensitive information such as credit card and personal identification numbers in your message.

Wish Assistant | Sep 13, 2020

I keep trying to return this for a refund and you email me and tell me it can't be done thru email that it has to be done thru the app and I do this for the 3rd time and I still get no prompt or instructions or email on how to return it!! I canceled my dispute with PayPal so you can allow me to return it, but you don't give me instructions or a shipping label to do so! Please help with this matter.

Agent

Wayne

Wayne | Sep 13, 2020

Hello Wayne,

Thank you contacting for Wish

Our apologies for the inconvenience. It looks like you have disputed this transaction with PayPal. Opening a dispute will prevent us from automatically refunding you directly through Wish. In addition, PayPal disputes can take up to 30 days to resolve, but an automatic refund through Wish takes less than 3 days.

We would love to help you resolve this issue but we are unable to take any further actions on

your transaction while the dispute is in place. If you would like further assistance on this issue, please contact PayPal to remove the dispute.

Once you have removed the dispute, please let us know so Wish Customer Service can assist you further.

Alvin

Wish Customer Support

Alvin | Sep 13, 2020

Wayne

Wayne | Sep 16, 2020

Hi Wayne, I'm Wish's support assistant!

It looks like your item was delivered on Aug 20, 2020.

Here's the latest tracking info I have:

Partial Refund on Aug 14, 2020

Aug 29, 2020

Customer confirmed delivery

Aug 20, 2020

Already voted, United States

[View full history](#)

Is there a problem with your item?

Wish Assistant | Sep 16, 2020

Item delivered did not meet expectations

Wayne

Wayne | Sep 16, 2020

Thanks for letting us know. Can you tell me what is incorrect about your order so I can make things right?

Wish Assistant | Sep 16, 2020

Item doesn't fit

Wayne

Wayne | Sep 16, 2020

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Wish Assistant | Sep 16, 2020

The dispute with PayPal has been removed and these pics show everything it came with. Please send me a return label so I can return it for a refund. It has been less than 30 days. Thank you.

Wayne

Wayne | Sep 16, 2020

Hi Wayne,

Thank you for contacting Wish

We received a message from the store and stated this:

Please keep the item.

I hope this will help.

Alvin

Wish Customer Support

Alvin | Sep 17, 2020

Are you going to refund my money? Because keeping the item without a refund is not acceptable.

I can't use the item and I'm still in the 30 day money back guarantee window.

Wayne

Wayne | Sep 17, 2020

Are you going to live up to your 30 day money back guarantee or not?

Wayne

Wayne | Sep 21, 2020

In Progress

We got your response!

A Wish support agent should respond in 2-3 days.