

## COPY OF MESSAGES WITH MWAVE

More Details

Serial Number: S5TANK0N502759X More Details: 1. Invoice Charged at \$499.00 your website quotes \$395.00. 2. Invoice states that the model is a MZ-76E2T0BW. When checking the unit it states that the model is a MU-PC2T0R. 3. Cost for model MZ-76E2T0BW \$449.00 and model MU-PC2T0R \$299.00. This is not acceptable and has to be rectified. Albert Hellweg

Mwave 12/08/2020 1:26:00 PM

Hi ALBERT,

Please provide an Invoice/Sales-Order Number for this return request.

You 12/08/2020 3:55:40 PM

IN01523924

You 17/08/2020 1:24:39 PM

When can I get an answer

Mwave 17/08/2020 2:47:18 PM

**\*\*IMPORTANT – COVID-19 & SOCIAL DISTANCING MEASURES IN PRACTICE FROM 25/5\*\***

Due to the current COVID-19 health alert and the subsequent increase in orders, returns and enquiries, customers will experience delays in processing of warranty r ...([show more](#))

You 18/08/2020 3:14:58 PM

I will return the drive which has no fault. Will you send me the drive I paid for? This is my original complaint, as I do not appreciate the way this complaint is handled. I just want the drive I paid for and not the other cheap version. This is fraud. Details are:

Serial Number: S5TANK0N502759X More Details: 1. Invoice Charged at \$499.00 your website quotes \$395.00. 2. Invoice states that the model is a MZ-76E2T0BW. When checking the unit it states that the model is a MU-PC2T0R. 3. Cost for model MZ-76E2T0BW \$449.00 and model MU-PC2T0R \$299.00. This is not acceptable and has to be rectified. Albert Hellweg ([show less](#))

Mwave 19/08/2020 7:41:15 AM

Hi ALBERT,

Thank you for your reply,

Just clarify you were charged \$449 according to your invoice this was the charge for the Samsung 860 Evo 2TB 2.5" SSD (MZ-76E2T0BW)

The website quotes \$395 for the same unit (Samsung 860 Evo 2TB 2.5" SSD MZ-76E2T0BW)

The unit you have received is a unit with the Model number: MU-PC2T0R that is valued at \$299?

We apologise for inconvenience caused, I will look into this further with other departments.

In the meantime For any physical issues with products, damaged items or incorrectly sent stock, we kindly request photos be uploaded to the ticket.

Please take CLEAR, in-focus photos of the unit, including:

- examples of the aforementioned issue
- our barcoded SKU sticker (e.g. AC11223)
- any product serial number(s)
- multiple photos of the packaging

These should be attached to this ticket using the dialog below (one at a time) and should be no larger than 5MB per individual file. Please then reply to this ticket once this has been done.

Thank you. ([show less](#))

Mwave 19/08/2020 7:02:03 PM

Hi ALBERT,

Please provide the requested images to allow me to investigate, if this is in fact a mistake we will rectify it.

This was not an intentional mix-up and we are most certainly not attempting to commit fraud, but fully understand your frustration. Please understand we have not built a business over the last 12 years by defrauding our customers.

We apologise for the delay in reply, as COVID-19 has affect our industry in a very different way to many others. The sheer size of the workload is the only reason for the delay and our discontinued phone service.

Once the images are uploaded we can evaluate the claims. Again, we apologise for the inconvenience.

[\(show less\)](#)

You 30/08/2020 12:30:31 PM

My apologies for the delay, but I was in total lock-down at home and the SSD was at the office. I hope that the pics are ok.

Regards

Albert Hellweg

Mwave 31/08/2020 10:22:40 AM

Hi ALBERT,

So we can look into this further,

Please follow the below link to return the unit via Auspost.

[Order number: SO01523924 ] - [Return Authorisation Number:JB335759 ]

<https://returns.auspost.com.au/mwave>

You 2/10/2020 11:24:42 AM

I returned the SSD via Australia post lfh822789701000655008 which you received on the 7th September at Lidcombe. Please issue a purchase refund, as I shall not wait any longer for you to ship me the replacement. Also, the Refund Offer from Samsung has now expired. [\(show less\)](#)

Mwave 3/10/2020 12:28:18 PM

Hi ALBERT,

Thank you for following up, I must profusely apologise for how this job has been handled.

Unfortunately we are yet to receive this drive in our returns department, which is the only reason we have not proceeded with this job.

AusPost tracking is far from perfect, we have checked and verified the unit should be with us according to their system, but it is not according to ours. We physically do not have this unit. We receive hundreds of products via mail for return daily yet are not behind in receiving these items and are certainly not still processing items from September.

Once this unit is found we will proceed the refund immediately and can fully understand your frustration with this unit. Please rest assured this unit will be refunded regardless, we just need to track this item before releasing funds as this is a significant loss for any company of our size which must be justified. This job is now being treated with the highest priority possible.

Regards,

Joshua McKenzie

Return Service and Aftersales Support Manager

[\(show less\)](#)

You 13/10/2020 1:42:41 PM

Hi Joshua,

It has now been 10 days and not a word. As far as I am concerned the item has been delivered to you and you are just dragging it out.

A company that receive hundreds of products via mail for return which does not sound good.

Then your statement that this is a significant loss for a company of your size it must have to do with all the returns you receive daily. I shall now proceed with PayPal to receive my money back.

Albert Hellweg [\(show less\)](#)

Mwave 13/10/2020 5:19:16 PM

Hi ALBERT,

Apologies for the delay, we have not received this unit but have confirmed it has reached us.

It has been 10 days, 6 of which were business days and as such we will perform the appropriate solution you request, if you must do this through Paypal I cannot action the job, if the PayPal case is closed we can resolve it here.

Regards,

Joshua M

Warranty and Returns Manager [\(show less\)](#)

You 30/10/2020 12:21:14 PM

Hi Joshua,

How do you propose to finalize the matter? If the solution is acceptable to me, I shall close down the PayPal action, as this would not be a good recommendation for your shop.

Regards

Albert Hellweg

Mwave 3/11/2020 7:22:22 AM

Dear ALBERT,

Thank you for your reply,

If you can please send the unit to back to us and as we have promised stated in our earlier reply "Once this unit is found we will proceed with the refund immediately"

The provided tracking number doesn't have any scanned activity or is invalid.

Please use the below link to create and print your return label :

Return Authorisation Number: 335759

<https://return.auspost.com.au/MWAVE>

If you haven't used our link please provide a valid tracking number as we haven't received the unit.

As also stated in this job we can't action or process anything while a PayPal dispute is still active/open.

Thank you

[\(show less\)](#)