

[REDACTED]

From: [REDACTED]
Sent: Saturday, March 13, 2021 3:01 PM
To: [REDACTED]
Subject: Final Demand for Immediate Refund of \$129.47 for Order # [REDACTED] Paypal Transaction No. [REDACTED]

Hello,

I have opened a claim through PayPal. The merchandise received (and returned) is not as described on your website. I demand an immediate full refund for all 4 items in the amount of \$129.47. This is my final demand.

The photographs depicting the merchandise I purchased are not photographs of the merchandise you sell. Your company stole photographs of legitimate brand name and quality merchandise to sell cheap counterfeit knockoffs. Your website does not disclose you sell cheap counterfeit knockoffs of the items pictured.

Hirschkogel suede jacket-Gorsuch

As an example, I ordered (and returned) 1 EA of the "Hirschkogel suede jacket-Gorsuch." I expected to receive the item pictured at <https://www.cozystylelife.com/products/hirschkogel-suede-jacket-gorsuch? pos=5& sid=92f394133& ss=r>. I expected the item to be made of suede. The definition of suede is "kid or other leather finished with a soft, napped surface." Suede is necessarily an animal leather product. Horn buttons were depicted. The item has a stand collar with embroidered detail. Your website does not state the item sold has any variance from the photograph shown.

Figure 1 Cozystylelife.com Product Detail Depicted - Hirschkogel suede jacket-Gorsuch - Buttons



Figure 2 Cozystylelife.com Product Detail Depicted - Hirschkogel suede jacket-Gorsuch - Embroidered Stand Collar



The item I received was constructed of a cheap, thin microfiber material. It was not suede leather. There was no stand collar, and none of the distinctive embroidery shown in your photo. The buttons were not horn buttons. They were of an entirely different type and style than shown in the webpage photo. The seam quality was terrible, and already unraveling. The item shipped was not as described and depicted. Any variance from photograph used to market a product must be disclosed by the seller before sale. No variance was disclosed. The product shipped was different than described. Accordingly, your company committed a fraud by deception.

Figure 3 Product Received Detail - Hirschkogel suede jacket-Gorsuch - No Stand Collar, Poor Seam Quality, Different Buttons, Pilly Microfiber Material



Additionally, your company stole the photographs used to depict “Hirschkogel suede jacket-Gorsuch” from the legitimate brand Gorsuch. The authentic Gorsuch “Hirschkogel Suede Jacket” at <https://www.gorsuch.com/hirschkogel-suede-jacket/p/735.0071> is made of goat leather and is made in Europe.

The item you sold me is not the same as the item shown in the photograph on your website. The photograph you used to represent the item depicted a goat leather suede item made in Europe. You provided an item made of cheap synthetic microfiber from China that is a counterfeit knockoff of the legitimate item. There was no stand collar, embroidery detail, and different buttons. Accordingly, your company committed a fraud by deception.

The remaining 3 items received were also different than the items pictured on your website.

Printed Color Formal Vest

The photos at <https://www.cozystylelife.com/collections/vest/products/printed-color-formal-single-breasted-vest> you used to sell the printed color formal vest depicts textured overcheck herringbone tweed fabric with leather dome-style buttons. The textured nature of the fabric is clearly discernable in the photo. The vest has notched lapels. There is no visible seam on the edge of the lapel. There is no seam around the edge of the vest. Your website does not state you intended to send an item made of an untextured non-tweed material or with some other kind of buttons.

Figure 4 Cozystylelife.com Product Detail Depicted - Printed Color Formal Vest



The item I received was not made of an overcheck herringbone textured tweed. The material was a synthetic made to look somewhat like a tweed pattern with a flat, smooth finish. The print on the fabric was already coming off. The lapel was not notched, and had a visible seam. The body of the vest had a visible seam. The buttons on the garment you sent were flat, painted metal buttons, not of leather construction and a dome shape. The item shipped was not as described and depicted. Any variance from photograph used to market a product must be disclosed by the seller before sale. No variance was disclosed. The product shipped was different than described. Accordingly, your company committed a fraud by deception.

Figure 5 Product Received Detail - Printed Color Formal Vest - Lapel, Seam, and Print Delamination Detail



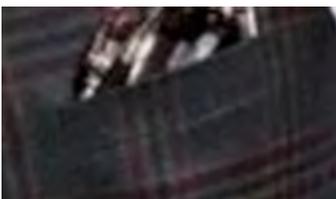
Figure 6 Product Received Detail - Printed Color Formal Vest - Seam Around Body Edges and Button Detail



Men's Business Casual Plaid Vest

The photos at <https://www.cozystylelife.com/collections/vest/products/mens-business-casual-plaid-vest> you used to sell the Men's Business Casual Plaid Vest depict a vest with 4 welt pockets. The pockets do not protrude from the vest. At least 1 of the welt pockets is functional.

Figure 7 Cozystylelife.com Product Detail Depicted - Men's Business Casual Plaid Vest



The item I received had faux welt pockets made by sewing a piece of material on top of the vest. The item shipped was not as described and depicted. Any variance from photograph used to market a product must be disclosed by the seller before sale. No variance was disclosed. The product shipped was different than described. Accordingly, your company committed a fraud by deception.

Figure 8 Product Received Detail - Men's Business Casual Plaid Vest



Printed tactical short-sleeved T-shirt

The photos at <https://www.cozystylelife.com/collections/t-shirts/products/printed-tactical-short-sleeved-t-shirt> you used to sell the Printed tactical short-sleeved T-shirt depict a shirt of normal proportions. The neck is of normal size for a crew neck style fit in proportion to the shirt.

Figure 9 Cozystylelife.com Product Detail Depicted - Printed tactical short-sleeved T-shirt



The product I received had a neck that was way too large for the shirt. The fit would have left the collar edges laying out on my shoulders instead of the crew neck style expected. Portions of the screen printed pattern were already peeling off on receipt. Seams were poor quality, and already coming loose. The product shipped was different than described and unwearable.

Figure 10 Product Received Detail - Printed tactical short-sleeved T-shirt



Refund Guarantee within 24 Hours Made by ORDERPLUS INTERNATIONAL LIMITED in PayPal Resolution Center Not Honored

Your company did not honor my request on 11 Mar 2021 to provide a refund for this order consistent with the guarantee made by your company in the PayPal Resolution Center. The written guarantee establishes if a buyer submits their transaction number or order number to [REDACTED], a refund will be processed within 24 hours. Your company did not process my \$129.47 refund within 24 hours as guaranteed in writing. Failure to honor a written guarantee is a fraud.

Report a problem

JAN 07 ORDERPLUS INTERNATIONAL LIMITED
Payment
Invoice Id - [REDACTED]

Have you already been in touch with the seller? It's often the best way to resolve a problem.

Message from ORDERPLUS INTERNATIONAL LIMITED

Refund process

Please submit your transaction ID or order number to below email [REDACTED] Refund will be done within 24 hours. Feel free to contact us if any query.

What type of issue would you like to report?

I intend to open a dispute for this transaction with my credit card issuer, and report the fraud and counterfeit goods. I also intend to file a complaint with the U.S. Federal Trade Commission, reporting fraud, intellectual property theft (photos from legitimate quality brand websites), and shipping counterfeit goods into the United States.

In addition to my PayPal claim, I have asked PayPal to consider a referral to their legal department for consideration to ban your company from the PayPal platform due to fraud by deception and sale of counterfeit goods to United States consumers. These practices violate the PayPal Platform Seller Agreement, particularly Section 2. Service Requirements, Limitations, and Restrictions, and the PayPal Acceptable Use Policy. I have also asked PayPal to consider banning your company from their platform because you did not honor the written guarantee ORDERPLUS INTERNATIONAL LIMITED placed on the PayPal website. I asked for a refund consistent with the guarantee in figure 11 above. ORDERPLUS INTERNATIONAL LIMITED did not provide a refund within 24 hours as guaranteed.

I will provide copies of this email to my credit card issuer, the U.S. Federal Trade Commission, and PayPal.

The only acceptable remedy for my particular order is an immediate full refund of \$129.47. The PayPal transaction number for refund is [REDACTED].

This is my final demand.

[REDACTED]