



### Shipping update for order #OD9941Y



Tue, Dec 6, 2022 at 5:10 AM

To: Kimberly Green from OnDuvely <support@onduvely.com>

Hi Kimberly!!!

Don't think you ever answered my question about metrics on bad shipments on your side (and many other things) including escalating to Management **BUT** let's do this.

Refund \$64.99 for the premium feature "Light Show" that is defective. Assume you are going to generate a check on your side. Once that is received (and cashed), we will contact our charge card carrier (*Capital One*) to allow the aggregate charge of \$121.93 to go through. As a retired employee of JPMorgan Chase (the largest bank in the U.S.), I know how much easier it would be for you to just credit the \$64.99 charge on your side. This is **VERY** easy if you contact your A/R department but it appears you are shying away from this...

As previously mentioned, this **WHOLE** episode started in October 2022. Our first contact with you was November 7, 2022 when the unit was received without a manual, spec's on the battery size for the remote, installation instructions and the discovery that the unit didn't include a USB an extension cord congruent to the illustrations depicted in your illustrations which showed a 32 foot tree next to a backdrop of a house (deceptive yes, more closer to false advertising)...

From a personal standpoint, I can't describe the frustrations felt on the customer side (regardless of your boilerplate initial sentences on your return emails...). There are minimum expectations from a customer standpoint when you order a seasonal product in October (you failed miserably) for Christmas.

We look forward to your check to make this whole experience right.

Kind regards,

-geo



[Quoted text hidden]

37 EMAILS BACK-AND-FORTH

WARNING: THERE IS NO CUSTOMER SERVICE TELEPHONE FOR THIS COMPANY (BY DESIGN)

MULTIPLE ATTEMPT TO TALK TO MANAGEMENT OR OWNER WERE IGNORED!!!



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**Shipping update for order #OD9941Y**

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Wed, Dec 7, 2022 at 1:28 PM

  
to: Kimberly Green from OnDuvely <support@onduvely.com>

Hi Kimberly!

Hope you day is going very well.

Your response is a little redundant and a facsimile of your previous email (that's OK).

I assume that is the response that you are sending Capital One (not PayPal as you indicated in your last email erroneously). Thank you.

Please be advised that we are filing a complaint with the Attorney General's office in Sacramento as well as the Federal Trade Commission since the purchase was made across state lines.

In addition, we will post the entire email string on social media (it depicts miserable customer service which failed...you might want to flag OnDuvely Management this time). Once this is posted, it can't be brought back. sorry, that one is in the works.

FYI: in all of the emails, it depicts your product as defective. You seem to ignore this fact as well as our request for metrics on returns on your side.

Please let us know what your next step is RE: same. We believe we have been very transparent since our initial contact with you.

Kind regards,

—geo  


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