

CLAIM LETTER:

Joanne Ho
2329 West Mall
Vancouver, BC V6T 1Z4
Phone: (778) 000-0000 | E-mail: joanne.h@live.ca

July 6, 2016

Customer Services Department
BeautyNetKorea
402-200 #1016 Kyunghyang Plaza,
136-1 Juan-dong, Nam-gu,
Incheon, South Korea

ATTENTION: Ms. Jung Myung Ho, Manager

Since 2012, BeautyNetKorea has been a reliable online beauty retail providing authentic cosmetic products to customers around the globe. I have been a loyal customer for the past two years because of your reliable services. However, I recently encountered an issue with one of my orders.

On June 1st, I placed an order [#20160208-0215033] for the Missha First Treatment Essence along with several other items. My order has arrived today. However, in the package, I received the Missha First Treatment Essence **INTENSIVE** instead, which is a reformulated version of the essence.

At the time of purchase, I knew that the INTENSIVE essence is significantly cheaper than the original essence (\$28.00USD, compared to \$43.00USD). Both of these options were available for purchase. Yet, I purposefully placed an order for the more expensive original essence rather than the reformulated one because I believe that the ingredients are of higher quality in the original formula.

Even though I did not order the INTENSIVE essence, I don't mind keeping the product since it has already been delivered to me. However, I would like to receive a partial refund for the difference in price between the two products (\$43.00 - \$28.00 = \$15.00USD), and that does not include the taxes I had to pay for the higher price. This request is being made to avoid the extra fees associated with the process of shipping the product back to you if I were to request for a full refund.

Your company appears to be highly transparent to their customers, as supported by many online reviews. I believe that this affair may have simply been an accidental product-mix up. In that case, I would appreciate the partial refund requested by the end of this month.

Thank you,



Joanne Ho

ADJUSTMENT LETTER:

BeautyNetKorea
402-200 #1016 Kyunghyang Plaza,
136-1 Juan-dong, Nam-gu,
Incheon, South Korea
Phone: 82-32-229-6868 | E-mail: jmyho59@gmail.com

July 7, 2016

Joanne Ho
2329 West Mall
Vancouver, BC V6T 1Z4

Dear Ms. Ho:

We would like to thank you for contacting us. First of all, we are terribly sorry for the inconveniences caused to you. As we highly value our customers, we put in our best efforts to ensure that each parcel is correctly packaged at our storehouse. Parcels are checked at least three times before being sent out for delivery. However, we reviewed your order history and realized that it was indeed our mistake for listing the old version of the Missha essence on our site as a purchase option even though it was discontinued after the release of the reformulated version. We should have unlisted the product earlier to prevent customer misconceptions.

As per your request, if you kindly check your order history again, you will see that you actually paid \$36.00USD for the Missha First Treatment Essence, rather than \$43.00USD. This is because the product was listed as a sale item at the time of your order. Therefore, we recalculated your partial refund amount as shown below:

$\$36.00 - \$28.00 = \$8.00\text{USD}$

The difference has just been refunded to you through PayPal. Additionally, as a compensation for the trouble we caused you, we have issued 3 store credits in your account. For your reference, your current active credit amount is 12.00, which are available to be used in your next purchase. Thank you for your understanding!

Kind regards,

Jung Myung Ho

Jung Myung Ho
Manager, Customer Services