



- Home
- Users
- Categories
- Canned
- Knowledgebase
- Reports
- Tools
- Settings
- Profile
- Mail (0)
- Logout

**derma roller**

Tracking ID: YPH-LNV-JGXX  
 Created on: 2016-09-28 20:24:46  
 Ticket status: **Resolved** [\[Open ticket\]](#)  
 Updated: 2016-09-29 09:47:29  
 Category: Replacement or refund request  
 Replies: 6  
 Priority: Low  
 Last replier: Sarah Vaughter  
 Owner: **Martina**



Change status to -- Click to Select -- **Go**

Move ticket to -- Click to Select -- **Go**

Change priority to -- Click to Select -- **Go**

Assign to -- Click to Select -- **Go**

**Notes:** [+ Add note](#)

Date: 2016-09-28 20:24:46  
 Name: lelena azarmsa  
 Email: [lelpele@icloud.com](mailto:lelpele@icloud.com)  
 IP: [98.234.49.43](#)



**Message:**

need to return unopened merchandise due to skin condition and my dermatologist does not want me to use a derma roller.

Date: 2016-09-28 20:31:43  
 Name: lelena azarmsa



**Message:**

if you would like to refund me even partially I would be happy to give this to someone who can use it...

Date: 2016-09-28 21:13:24  
 Name: Martina



**Message:**

Hi Lenena,  
  
 I am very sorry but returns are not posible. Shipping it back will cost you more than what you paid for the dermaroller.  
  
 Best regards,  
 Martina / OwnDoc.com

Date: 2016-09-28 21:16:22  
 Name: lelena azarmsa



**Message:**

I thought you guys were supposed to have such great customer service.  
  
 why don't you let me worry about shipping and I will return

Date: 2016-09-29 01:18:42  
 Name: Sarah Vaughter



**Message:**

Hi Lenena,

Of course our Martina was mistaken in claiming that it would cost you more than 130 dollars to send the merchandise back to us, but we have a very strict (announced in our T&C) policy that we do not restock merchandise unless we have sold faulty goods. For various reasons it is very expensive, complicated and time consuming for us to import medical instruments from outside of the EU and re-sell them. It's basically impossible, hence our warning that we never take anything back. We only refund in case of faulty merchandise.

Best regards,

Sarah

Date: 2016-09-29 02:02:21  
 Name: lelena azarmsa

**Message:**  
 that is not acceptable as merchandise is unopened...all other companies who sell these products, and those which are FDA approved, accept returns when items have not been opened..please advise

Date: 2016-09-29 09:47:29  
 Name: Sarah Vaughter

**Message:**  
 You accepted our T&C so how can you say it is "not acceptable"?

I warn you that any type of payment dispute with our payment processor or your bank or card issuer will be treated as fraud, and according to our T&C, this means we will publicly blacklist you on several websites with identifying information.

When you buy expensive things from overseas, esp. when it's medical devices, you assume responsibility and you can't saddle us with the cost of filling out the customs papers, the cost of postage and packaging of the merchandise when we sent it to you, which you are not going to pay us for, paying the import tax and VAT, picking up the registered package at the post office, unpacking it, inspecting whether none of the seals have been broken and assuming the risk of such, and then, for each item, re-stock it in their proper places, then undo the sale in our systems and bookkeeping, re-add the items as new stock in our systems etc. etc.

Those are some of the reasons why we let the customer agree never to demand a return for buyer's remorse.

Best regards,

Sarah

**Add reply**

**Note:** This ticket is assigned to Martina

» **Canned responses**

Add to the bottom      Select a canned response:  
 Replace message      - Select / Empty -

Message: \*

- Attachments ([File upload limits](#)):
- Choose File No file chosen
  - Choose File No file chosen
  - Choose File No file chosen
  - Choose File No file chosen
  - Choose File No file chosen
  - Choose File No file chosen

- Assign this ticket to myself
- Change priority to **\* Critical \***
- Attach signature ([Profile settings](#))
- Don't send email notification of this reply to the customer

[Submit reply](#)

[Save and continue later](#)

[Submit as Customer reply](#)

[Submit as: Resolved](#)

[Submit as: In Progress](#)

[Submit as: On Hold](#)

### Ticket history

- 2016-09-28 20:24:46 | submitted by Ielena azarmsa
- 2016-09-28 20:24:46 | automatically assigned to Martina (martina)
- 2016-09-28 21:13:24 | closed by Martina (martina)
- 2016-09-28 21:15:53 | opened by Customer
- 2016-09-29 01:18:42 | closed by Sarah Vaughter (Administrator)
- 2016-09-29 02:01:21 | opened by Customer
- 2016-09-29 09:47:29 | closed by Sarah Vaughter (Administrator)

If you do not receive an email with a ticket number in a few minutes and it is not in your junk mail folder, please email [sarahvaughter@gmail.com](mailto:sarahvaughter@gmail.com).

For medical liability reasons, we delete tickets asking for treatment/product advice, for that we refer to the information on our site.