

Better Business Bureau®

File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First Name: Cynthia

Last Name: JamisonSpanos

Email: tingtingcj@gmail.com

Phone: 9167066500

Street Address: 905 Nogales Street

State: CA

City: Sacramento

Zip: 95838

Country: USA

Description of Complaint:

I made two separate orders through Poshmark totaling \$114.95; Order number 6025dcca1c528a362ab1d095 and Order number 60862f9ab81de7a9a2ed9db1. I had previously done business with Poshmark and had not experienced any problems. I did not receive either one of the above referenced orders. When I did the tracking on the orders, the USPS showed that neither order had ever been shipped. USPS showed that on the tracking numbers 9405511202061510114022 and 9405511202061435098575, that they labels for these were created, but never entered their system since the labels were created. They did not enter the USPS system because the items were never shipped and therefore, never delivered - per the USPS. I contacted Poshmark regarding these two unfulfilled orders and they were extremely short and unconcerned about them. They sent me the same boilerplate, identical responses to me emails telling me that I needed to check with my post office and work it out with them and that as far as they were concerned, too much time had passed for them to even bother with me. I continued to request assistance with these matters from Poshmark and they continued to either ignore me or insist that the orders were delivered. I finally asked them to forward to me the information that was telling them the orders were delivered because of what I found out through the USPS. They sent me a partial screenshot of some shipping information for a package that had been delivered. There was no information with the screenshot showing that the shipment was even connected to my order(s). They just got tired of my 'bothering them' with my unfulfilled orders. Both of the sellers I purchased from were no longer selling on Poshmark as I attempted to contact each of them in attempt to clear this matter up. Poshmarks' customer service was absolutely the worst.

Desired Settlement:

Refund; Delivery; No further contact by the business

Does your complaint involve a health issue?:

No

Poshmark.com

101 Redwood Shores Pkwy Fl 3,
Redwood City, CA 94065-1176

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB serving the San Francisco Bay Area and Northern Coastal California

PO Box 218
San Leandro, CA 94577

(866) 411-2221

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Signature: _____

Date: _____

Poshmark.com

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