

Re: [Wish] Re: Fw: Update: New reply from Wish.

From: Mary T Tahtinen (mttahtinen@yahoo.com)  
 To: support@wish.com  
 Date: Sunday, January 10, 2021, 1:02 AM EST

How is this for a reply..if you don't quit sending me canned dialog designed to just delay...I will begin writing reviews for your company and they will include copies of your ridiculous time-wasting responses. I already have an email from you stating you were sending the replacement part, so you acknowledge the problem. Great way to get repeat business!!! You have 5 days to get me a proper response before I start writing reviews and believe me ...I am a good writer.

MTahtinen

**M.T.Tahtinen: Email #1** [mttahtinen@yahoo.com](mailto:mttahtinen@yahoo.com)  
 Main: (810) 293-1528

"If it walks like a duck, and talks like a duck..you know..it's probably a duck..."

On Thursday, January 7, 2021, 9:38:47 AM EST, Wish (Wish Customer Support) <support@wish.com> wrote:

##- Please type your reply above this line -##

You have a new message from the Wish Support team relating to (32429632).

To add additional comments, reply to this email.

**Wish** (Wish)

Jan 7, 2021, 6:38 PST

Hi Mary T Tahtinen,

Sorry to hear that there's something wrong with your order. In order to assist you further, you'll need to open a ticket in the app for this item. This is required as we need photos and other supporting information to be associated with the item itself in order to assess your claim and provide feedback to the seller. Please follow the instructions below to open a ticket for the item through the Wish Assistant:

**MOBILE APP**

1. Go to your Order History
2. Click the item you're inquiring about to view Item Details page
3. Click "Need help with this item?"
4. Click "Contact Support"
5. Follow the prompts through Wish Assistant to submit your request

**WEB**

1. Go to your Order History: <https://www.wish.com/transaction>
2. Click 'Item Details' for the item you're inquiring about
3. Click 'Contact Support' at the bottom of the page
4. Follow the prompts through Wish Assistant to submit your request

Keep in mind that if the Wish Assistant tells you that the refund window has closed, then this means that you're no longer eligible for a refund: [https://www.wish.com/return\\_policy](https://www.wish.com/return_policy)

If you are unable to submit your refund request due to technical issues on our platform, please share details of the issue you're experiencing and any screenshots of the error message.

Jennifer  
 Wish Customer Support

**Mary T Tahtinen**

Jan 6, 2021, 4:11 PST

Ok, I have been very patient and have a broken stool sitting in my kitchen for weeks. Your last communication stated 3-4 weeks for delivery..it has been 8weeks. Please resolve this or send me another stool. Copies of pertinent info attached.

MTahtinen

**M.T.Tahtinen: Email #1** [mttahtinen@yahoo.com](mailto:mttahtinen@yahoo.com)  
 Main: (810) 293-1528

"If it walks like a duck, and talks like a duck..you know..it's probably a duck..."

----- Forwarded Message -----

**From:** Wish <notification@wish.com>  
**To:** Mary Tahtinen <mttahtinen2@gmail.com>  
**Sent:** Sunday, November 1, 2020, 11:32:43 PM EST  
**Subject:** Update: New reply from Wish.



WOMEN MEN ACCESSORIES HOME DECOR GADGETS

**Earn up to \$100 for referring friends. Share your code!**

**Order #:** 5f540b94aea879259e2e296c



Hi Mary,

Wish Support has replied to your question "Issue with Item". Click "view reply" to see the message & respond.

[VIEW REPLY](#)

DOWNLOAD OUR APP ▶



You are receiving this email because you subscribed at [wish.com](https://www.wish.com).  
To opt-out of receiving future emails, you may do so [here](#).

1 Sansome St., 40th Floor, San Francisco, CA 94104 - USA

This email was sent from a notification-only address that cannot accept incoming emails.  
Please do not reply to this message. If you have any questions or concerns, please contact us at [support@wish.com](mailto:support@wish.com)

Attachment(s)

[Wish order last communication Screen Shot 01-06-21 at 07.06 AM.JPG](#)

[Wish Order original order Screen Shot 01-06-21 at 07.05 AM.JPG](#)

This email is a service from Wish. Delivered by [Zendesk](#)

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