

From: "Ozzi Mozzie Support" <ozzi-mozzie@ozzimozzie.reamaze.com>
Date: Tuesday, December 10, 2024 7:41 PM
To: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Subject: Re: Order #446398 confirmed

Hi xxxxxxxx,

Thank you for getting back to us and providing more details about your situation.

As outlined in our terms of service and refund policies here:

[\[https://ozzimozzie.reamaze.com/kb/returnsrefunds-and-satisfaction-guarantee/what-are-your-guidelines-for-returns\]](https://ozzimozzie.reamaze.com/kb/returnsrefunds-and-satisfaction-guarantee/what-are-your-guidelines-for-returns)

We offer a re-send guarantee for defective products. However, we do not accept returns for open or unsealed devices. Based on the information provided and our policies, we are unable to offer a full refund for an opened and used product. Returned items must be in their original, sealed packaging.

With that in mind, after discussing your specific case with my team lead, we would like to extend a 30% partial refund on your total order to help rectify the situation.

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Warm regards,
Macky - Customer Experience Advisor

xxxxxxxxxxxx wrote:

Hi Mackey,

Thank for all the information you supplied. But I still wish to return the products. Please provide instructions for how I can do that.

Thanks again.