

---

From: "Ozzi Mozzie Support" <ozzi-mozzie@ozzimozzie.reamaze.com>  
Date: Wednesday, December 11, 2024 6:12 PM  
To: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  
Attach: Ozzi Mozzie CN RMA.pdf.pdf  
Subject: Re: Order #446398 confirmed

Hi xxxxxxxxxxxxx,

Thanks for writing back to me. Since you have decided to decline our previous offers I have included instructions below on how to initiate a return.

Please do not refuse the package or mark it as "return to sender," as this will only send it back to your local courier, not to our warehouse and you won't receive the refund. The official return address is provided on the RMA attached.

**Photo Submission:** If you haven't already, please provide images of all items to be returned and their packaging for quality monitoring. Clearly indicate which item(s) are still sealed or in new condition. Failure to provide these photos will result in your refund request being disapproved.

**Return Merchandise Form (RMA):** Attached is the RMA. Please fill it out and use the designated return address provided to ensure a hassle-free return.

**Include Documentation:** Please include the completed RMA form with the item(s) you're returning, and send us a copy of the filled-out form for our records.

**Tracking Number:** After mailing the package, forward the tracking number to us. Use a tracked mailing option for secure delivery.

**Quality Check and Refund:** Upon receiving your package, we will perform a quality check to ensure no damage before processing your refund.

Please note the following:

**Buyer's Responsibility:** As outlined in our Return Policy, the buyer is responsible for returning the product/s to us. Return shipping is the customer's responsibility, and we do not provide return labels.

**Item and Packaging Condition:** Please wrap your package carefully, and ensure all returned items are in their original product packaging and in perfect or like-new condition. We cannot process an exchange or refund if the product has been damaged or is in used condition. No refund will be processed if the product fails our quality check.

**Non-Refundable Fees:** The original expedited/priority shipping fees are non-refundable.

**Correct Return Address:** Products returned to a different address other than the one written in our RMA will not be eligible for a refund.

I'd like to reiterate that our warehouse only accepts returns in sealed or new condition. If you decide to follow through with a return and it fails our quality control process, no refund will be processed.

Alternatively, the 30% partial refund I previously offered is still available. I can go ahead right now and apply that to your account.

Look forward to hearing from you.

--

Warm regards,  
Macky - Customer Experience Advisor

xxxxxxxxxxxx wrote:

Hi Mackey,

Thank you for the quick response. I read through the terms of service and refund policies link you provided me. At first I was confused then I discovered that the link was the OzziMozzie terms of service and refund policies. The product I purchased was an OzziHeat product. Please check out the information for OzziHeat that I relied on here: <https://ozziheat-us.com/shipping-returns/>

Another interesting read I came across regarding OzziHeat is detailed here:  
<https://malwaretips.com/blogs/ozzi-heat/>

And finally I found some actual specifications for the product on an Amazon page. Information of interest to me follows:

- Low Power Electric Heater 500 watts, 120 volts, 2.9 amps, 60 Hz. My comment: That is excellent information

Note: By using the electrical formula  $\text{Watts} = \text{Amperage} \times \text{Voltage}$  (watts=amps x volts) you can clearly see (2.9 amps x 120 volts) does not equal 500 watts

Therefore it is not 500 watts or it is not 2.9 amps. Even Amazon lies. Just an interesting use of electrical statistics of an electrical product, don't you agree?

- Ideal for people in mild climates My comment: Wisconsin is NOT a mild climate but no mention of climate benefits or restrictions in your advertising that I recall

- can heat a room of 30 square feet (about 9.3 square meters) well My comment: 30 square feet NOT the 800 square feet you advertise

- Ideal for smaller places such as indoor offices or dorm desks My comment: I do not recall any such description or comment in your advertising

All things considered, I do not believe your product works as you claim. Maybe in a warm climate (south Florida or Southern California) but not in a northern climate and certainly not when serious heating is required. You know, like what was described in the latest email I received from [support@ozzimozzie.com.au](mailto:support@ozzimozzie.com.au) signed by Matt that states for his father "a recent bill was \$789". We all know that no one in a warm climate has a monthly heating bill like that. And another claim in the same email stating "Heats 800 square feet in minutes". Really? Overly enthusiastic ad writing? False advertising? Fraudulent statements?

Anyway, thank you for the offer of a 30% partial refund on my total order, but I will pass. Please consider this our last correspondence until you decide to provide me a full refund on my purchase of two Ozzi Heat heaters. As you may recall, one heater was opened for inspection but never used while the other heater has never been opened. To assist in that determination, my order number was 446398.