
From: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Date: Tuesday, December 10, 2024 7:05 AM
To: "Ozzi Mozzie Support" <ozzi-mozzie@ozzimozzie.reamaze.com> Subject:
Re: Order #446398 confirmed

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.

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From: Ozzi Mozzie Support
Sent: Monday, December 9, 2024 6:35 PM
To: xxxxxxxxxxxxxxxxxxxxxxxx
Subject: Re: Order #446398 confirmed

Hi xxxxxxxxx,

Thank you for reaching out and providing such detailed information regarding your concern. I sincerely apologize for any confusion about the plug and the lack of safety certification markings on your Ozzi Heat devices. I completely understand your hesitation, and I truly appreciate your careful consideration.

Regarding the plug, both the US and AU versions of the Ozzi Heat operate on 240V, and the plug is designed to be versatile for international use. To accommodate various outlets, we have designed the plug to be rotatable. We offer two models of the Ozzi Heat: one with a button at the bottom of the plug that you can press to rotate it, and another model that allows for manual rotation without a button.

I've personally tested both versions and recorded videos to show you how it works. You can view them here:

Ozzi Heat without Button: [\[View Video\]](#)

Ozzi Heat with Button: [\[View Video\]](#)

I hope these videos help clarify how the plug functions and that you find them helpful in understanding how to use the device properly.

As for the safety certifications, I apologize for the oversight in not providing this information upfront. Your safety is our top priority, and I can assure you that all of our products meet the required international safety standards, even if the certifications weren't clearly displayed.

Thank you again for your feedback and understanding. If you have any further questions or need assistance, please don't hesitate to reach out. I'm here to help!

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Warm regards,
Macky - Customer Experience Advisor

xxxxxxxxxxxxxxxxxxxx wrote:

Good morning Khuram,

I received the two Ozzi Heat devices on 11/29/2024. When I opened the first heater I noticed there was no electrical safety certification symbols like Underwriters Lab mark (UL) or European Union's safety mark (CE). Actually I noticed there was no electrical information (voltage, wattage, amperage) anywhere on the product or in the documentation so I was hesitant to even plug the device in.

At that point I decided to return the devices as I was uncomfortable with using them. I read on your web page "<https://ozziheat-us.com/shipping-returns/>" the following: "To be eligible for a return, items must be unused, in like-new condition, and include all original packaging." A photo of the actual web page is attached for your reference.

I concluded that for the item to be unused I should NOT even plug the product in to test it. So I don't know how it works or if it works. It seemed smaller than I anticipated. But still curious about the possibility of how it might work I did some research using mathematics to determine if the product could in fact function as described. The device appears to have a standard (United States) 15 amp plug which means it has a 1,875 watt capacity. I located an on-line calculator that determines the energy required to warm a given space. I have a very small area (473 sq ft, 3,311 cu ft) and it does not appear the heater would be effective in that area according to that calculator. A copy of that calculator is attached in a Word document for your reference.

Bottom line, I do not wish to use the products due to no safety certifications and I do not think the product would be effective in my exact situation. In short, I have changed my mind about the purchase. As both my products are unused, in like-new condition (the exact condition as I received them) and in all original packaging plus I have requested the return well within the 30 window you specify for returns, I believe I meet all requirements for a return to be granted.

I appreciate your assistance in making that process happen. Thank you.

I await your response.