
From: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Date: Wednesday, December 11, 2024 12:54 PM
 To: "Ozzi Mozzie Support" <ozzi-mozzie@ozzimozzie.reamaze.com> Subject:
 Re: Order #446398 confirmed

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 Watts=Amperage times 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 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.

Sincerely,

xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 xxxxxxxxxxxxxxxxxxxxxxxxxxxx

From: Ozzi Mozzie Support
 Sent: Tuesday, December 10, 2024 7:41 PM
 To: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Subject: Re: Order #446398 confirmed

Hi xxxxxxxxxxxxxxx,

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

xxxxxxxxxxxxxxxxxxxx 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.