
From: xxxxxxxxxxxxxxxxxxxxxxxxx
Date: Monday, December 9, 2024 11:52 AM
To: "Ozzi Mozzie Support" <ozzi-mozzie@ozzimozzie.reamaze.com>
Attach: Ozzi Heat returns.jpg; Ozzi Heat research - General Purpose AC or Heating BTU Calculator.docx
Subject: Re: Order #446398 confirmed

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.

Sincerely,

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX

From: Ozzi Mozzie Support
Sent: Saturday, December 7, 2024 7:35 PM
To: xxxxxxxxxxxxxxxxx
Subject: Re: Order #446398 confirmed

Hi xxxxxxxxxxxx,

Thank you for reaching out to us. I understand that you'd like to return the Ozzi Heats you purchased, and I'd be happy to assist you with the process.

To begin, could you please share the reason for the return? This information will help us enhance our products and services for valued customers like you.

Looking forward to your response.

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Warm regards,

Khuram - Customer Experience Advisor - Ozzi Mozzie

xxxxxxxxxxxxxxxx wrote:

Customer success team,

I would like to return the two Ozzi Heaters I purchased on 11/23/2024. Please provide instructions for how I can accomplish that.

Thank you for your assistance.

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX

From: Ozzi Mozzie

Sent: Friday, November 22, 2024 1:31 PM

To: xxxxxxxxxxxxxxxxxxxx

Subject: Order #446398 confirmed

style="border:0; height:auto; line-height:100%; max-width:600px; outline:none; text-decoration:none; margin-right:0; font-size:12px; padding-bottom:0; vertical-align:top; width:100%; display:inline; padding:0; border-width:0" width=" 600 ">

Hey xxxxxxxxxxxxxxxx,

It's Frank here, one of the co-founders at OzziMozzie. I want to personally thank you for your purchase today.

I've also got some great news, your order: #446398 made on 11/23/2024 has been confirmed!

As I'm writing this email to you, one of our team members is hand picking your product and ensuring it gets safely delivered.

Anyway, I know you're eagerly awaiting your new product. That's why I'll be sending a follow-up email a little later when your order ships.

Now, a few things before I end this email: 1. If you ordered using your card the charge will appear on your statement as RCH OZZI MOZZIE or PERFORMANCE BRANDS and if you ordered using PayPal it will appear as PERFBRANDSP or PERFORMANCEBRANDSPP. 2. Scroll down below for some special deals only available to VIP purchasers. 3. If you have any questions, concerns or issues please reply to this email and our customer success team will be on hand to respond immediately.

Kind Regards - Frank, Co-Founder, OzziMozzie

Estimated Delivery Time

10-15 business days after dispatch date ([Learn More](#))

Billing Address:

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
United States

Shipping Address:

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
United States

Order Details:

2x Ozzi Heat - 2x Ozzi Heat

Quantity: 1

Total: \$106.97

Subtotal: \$106.97

Shipping: \$0.00

Total: \$106.97

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