

I'm reaching out to express my disappointment with my recent shopping experience. Although I initially chose your company for its quality and customer satisfaction, my experience fell short. I faced dismissive, inconsistent customer service that lacked empathy and had slow response times. Additionally, the product did not fully meet its advertised qualities—its durability was questionable, and some design aspects were uncomfortable.

The website was slow, payment pages froze, and inaccurate stock information led me to a refund process after the item was marked "in stock." Delivery was also delayed well beyond the promised date. Throughout this process, I received no updates and had to repeatedly contact customer service to understand my order's status.