

[1/21/23, 21:22:56] Jenny AirReps: Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them.

[1/21/23, 21:22:56] Emre Ismail: Hey I'm from AirReps

[1/22/23, 05:04:44] Jenny AirReps: Hello, what can I do for you?

[1/22/23, 10:11:03] Emre Ismail: Hello, I bought reps from you but haven't received a tracking order or are the reps not sent yet

[1/22/23, 13:57:59] Emre Ismail: This is my order number: 9746

[1/23/23, 14:41:02] Jenny AirReps: hi

[1/23/23, 14:41:06] Jenny AirReps: It has not been sent yet, because China has already begun to have the New Year holiday at that time, please wait patiently for the end of the holiday to come back and send you the package first

[1/23/23, 16:26:50] Emre Ismail: Okay, thanks for the answer. Have a nice day!

[1/24/23, 06:55:44] Jenny AirReps: u too

[1/29/23, 13:32:39] Emre Ismail: Hello, is the holiday over if not when do you plan on starting with sending orders?

Thanks in advance

[1/29/23, 14:25:07] Jenny AirReps: The holiday is basically over, the warehouse has started work today, and the orders are sent in order

[1/29/23, 14:25:45] Emre Ismail: Okay, thank you

[2/4/23, 16:02:33] Emre Ismail: Hello, I wanted to check on my order because I bought it as a gift and my friend's birthday is closing in.

Thanks in advance

[2/4/23, 16:03:09] Emre Ismail: This is my order number: 9746

[2/4/23, 16:11:22] Emre Ismail: I just got an email that my order is being shipped so that answers my question.

[2/5/23, 08:38:23] Jenny AirReps: YT2302721266039414

[2/5/23, 08:38:29] Jenny AirReps: <https://t.17track.net/zh-cn#nums=YT2302721266039414>

[2/5/23, 08:38:40] Jenny AirReps: It is expected to be updated tomorrow Monday

[2/5/23, 09:04:42] Emre Ismail: Thanks

[2/15/23, 18:44:45] Emre Ismail: Hello, I received a message that my package was delivered in my mailbox but I didn't get anything.

[2/15/23, 18:52:15] Emre Ismail: Can you help me with that?

Thanks in advance

[2/16/23, 12:22:59] Jenny AirReps: Hello, have you contacted your local logistics provider?

[2/16/23, 13:05:29] Emre Ismail: Yes but I got no response

[2/16/23, 14:22:45] Jenny AirReps: I contacted the Chinese logistics provider, will provide you with local contact to me, I will provide you with

[2/16/23, 15:40:47] Emre Ismail: Okay, thanks

[2/17/23, 11:24:55] Jenny AirReps: YT2302721266039414 =Q10200489499B2020

Hello, this ticket track shows the signature, if the recipient does not receive it, trouble the recipient to contact the end delivery company to verify the specific delivery information of the package (use the delivery company tracking number (end tracking number) when inquiring with the delivery company)

Courier and contact details: "Deliverer: Colis Prive, Belgium

Contact us directly via telephone by calling 0800 35 261

Service Hours: Monday to Saturday: 8 a.m. to 8 p.m.

Inquiry URL: <https://www.colisprive.be>

Please be informed

[2/20/23, 20:08:20] Emre Ismail: Colis Privé couldn't find my package and said to make contact with YUNEXPRESS so I did. And now I'll wait for a response

[2/21/23, 10:50:26] Jenny AirReps: Q10200489499B2020

You have to say this single number

[2/21/23, 10:52:31] Emre Ismail: To yunexpress or colis prive

[2/21/23, 10:52:47] Jenny AirReps: OK

[2/21/23, 10:53:12] Emre Ismail: No where do i need to say this numeber

[2/21/23, 10:54:04] Jenny AirReps: <attached: 00000032-PHOTO-2023-02-21-10-54-05.jpg>

[2/22/23, 15:36:19] Emre Ismail: Hello, I just received an mail from yunexpress and they said to contact you because neither colis prive and yunexpress can do anything about it.

Thanks in advance

[2/23/23, 12:30:52] Jenny AirReps: I'll consult yunexpress

[2/23/23, 12:48:27] Emre Ismail: Okay, thanks

[2/27/23, 10:18:56] Emre Ismail: Hello, do you have any news from yunexpress

[2/27/23, 13:33:52] Jenny AirReps: This is the message that Yuntu has been replying to me, he has re-contacted your local area, it will take a while, and it may take a little time for Yuntu to try to obtain the signature certificate

[3/4/23, 14:46:31] Emre Ismail: Any news?

[3/5/23, 02:40:10] Jenny AirReps: I'll ask tomorrow, and the logistics provider is closed today

[3/13/23, 14:10:49] Emre Ismail: Hello, do you have any news?

[3/13/23, 19:06:25] Jenny AirReps: YT2302721266039414.pdf • 2 pages <attached: 00000043-YT2302721266039414.pdf>

[3/13/23, 19:12:47] Emre Ismail: Hello, would it be possible to request a refund?

[3/13/23, 19:14:36] Jenny AirReps: If you like, I suggest you provide evidence, otherwise the customer service staff will judge you as a loser

[3/13/23, 19:15:41] Emre Ismail: I don't quite get it. What evidence do I need to provide?

[3/13/23, 19:17:06] Jenny AirReps: My side is based on the evidence

[3/13/23, 19:17:37] Emre Ismail: How can I prove that I didn't receive it?

[3/13/23, 19:19:22] Jenny AirReps: I don't know. You contacted the logistics provider to prove that the package was not delivered to your destination, but according to the tracking information, it was signed and placed in your mailbox

[3/13/23, 19:20:20] Emre Ismail: But I didn't sign anything since I was home the whole day no-one showed up to my door

[3/13/23, 19:23:50] Jenny AirReps: Put it in the mailbox and display it according to the tracking information

[3/13/23, 19:46:25] Emre Ismail: I didn't get anything in my mailbox

[3/13/23, 20:02:08] Jenny AirReps: Then ask your local logistics for information.

[3/13/23, 20:02:37] Emre Ismail: I did and they said that they could not find it



Jenny AirReps

last seen today at 16:14

Hello, do you have any news? 14:10 ✓



Hello, would it be possible to request a refund? 19:12 ✓

If you like, I suggest you provide evidence, otherwise the customer service staff will judge you as a loser 19:14

I don't quite get it. What evidence do I need to provide? 19:15 ✓

My side is based on the evidence 19:17

How can I prove that I didn't receive it? 19:17 ✓

I don't know. You contacted the logistics provider to prove that the package was not delivered to your destination, but according to the tracking information, it was signed and placed in your mailbox 19:19

But I didn't sign anything since I was home the whole day no-one showed up to my door 19:20 ✓

Put it in the mailbox and display it according to the tracking information 19:23

I didn't get anything in my mailbox 19:46 ✓

Then ask your local logistics for information. 20:02

I did and they said that they could not find it 20:02 ✓



Type a message

