

Re: Order #127621946 on Feb 24, 2014

Between you and Suzanne Benson from SpunBySuzanne

Suzanne Benson

8 hours ago

Invoice: www.etsy.com/your/orders/127621946

Hi,

I am having second thoughts about this, because i think the thing is just too huge. I would like to cancel the order.

Thanks,

Suzanne

Karla

7 hours ago

Hi Suzanne,

I am sorry to hear that. As stated in my store policies, at 'refunds and exchanges' area, I only offer store credit for equipment. I only refund equipment if the item is defective
www.etsy.com/shop/SpinningMermaid/policy?ref=shopinfo_policies_leftnav

Please let me know if you have further questions.

Thanks,

Karla

Suzanne Benson

7 hours ago

Karla,

I'm afraid your policies are illegal. The item is not even available yet. And of course has not been shipped. If you don't refund my

payment I will contact the credit card bank and dispute the transaction. When an item is returned or cancelled, the credit card company always returns the money to the customer. I want a full refund immediately. I will also report you to tptb on Etsy. This is absolutely against Etsy standards.

Suzanne

Karla

7 hours ago

Hi Suzanne,

You may do so. I am sorry you are taken that route.

Regards,

Karla

Suzanne Benson

7 hours ago

You are amazingly brutal. I will proceed to Paypal, Etsy, the Bank, and Ravelry. I will warn others about your business practices. Oh, I will also have a talk with Majacraft.

Suzanne Benson

7 hours ago

And this is not a "SALE". It is a PRE-SALE.

Karla

6 hours ago

I am sorry Suzanne, It is not my fault you had a change of heart. The item description, the terms and policies are clearly in the listing and at my store.

I have already reported you with Etsy because of your threat. I am an honest business and I have to abide by the policies.

Should you decide to try to damage my reputation due to your inability to follow and agree to terms of sale, I may seek legal advice. I discourage you to try to do anything of that kind on Ravelry or any venue/social media. I have done nothing wrong and you will get the item as agreed on the sale.

I have also contacted Majacraft and warned them about the situation.

Again, I discourage you to proceed with any libeling action against my business - you are a business owner too and know that in defaming someone no one wins.

Should you want credit for other piece of equipment at the store, you are welcome to pick any item of your preference and I will make sure it gets to you safely.

Regards,

Karla

Suzanne Benson

6 hours ago

Karla,

I am so sorry I ordered from you. I should have known better, just by your stupid Ravelry avatar! You are a very unkind, and frankly, VICIOUS, greedy person. I will never forget. We will see what Paypal does. And Etsy. The very minute I can open a case against you, I will. If one of my customers asked to cancel an order before I shipped it, they would get an immediate refund. That's how KIND people are. And ones who want customers to come back to their

shop.

I am also contacting Majacraft to ask them to cancel the order.

Regards,
Sue

Karla

Just now

Oh Suzanne, I have refunded you after arrangements made.
In regards all the offensive stuff written to me, I forgive you.
God bless,
Karla