

# Chat transcript

LiveChat <support@livechatinc.com>

Do 02.11.2017 20:52

An:m.becker85@outlook.de <m.becker85@outlook.de>;



## Chat transcript

**Question Type:** Order information

**Name:** Marcel0685

**E-mail:** m.becker85@outlook.de

**order number:** 36958091

Sky

Thu, 11/02/17 08:42:55 pm Europe/Berlin

Hello.Welcome to the Banggood Live Chat.How can I help you?

Marcel0685

08:43:04 pm

Hello

Can you tell me where my order is, according to tracking nothing happens anymore

Sky

08:43:14 pm

Let me check, please wait a moment.

Marcel0685

08:43:20 pm

Thanks

Sky

08:43:32 pm

My pleasure:)

I apologize on our website for the delayed delivery of your order. We have shipped your package to this address:

08:46:36 pm

Marcel Becker

Glatzer Straße 61b

Lüdenscheid, Nordrhein-Westfalen 58511

Germany

Are all the details correct?

Marcel0685 08:47:36 pm

Yes, the Details are correct.

Sky 08:47:39 pm

I am really sorry to notice that the delivery of your order has been delayed, we will surely investigate further on the reasons for this unexpected delay. However, I can confirm that your order is in transit. Would you please wait for other 4 days to see if you can still receive it? If you don't, then please contact us immediately and we will do our best to help you solving this issue. Your kind understanding on this matter would be highly appreciated.

Marcel0685 08:48:42 pm

Ok, I'll wait a few more days

Sky 08:49:04 pm

we will arrange the resend or refund to you as your requirements if you still have not received it 4 days later, please do not worry.

If you feel this Chat is a good service, Could you please rate this chat as good (Thumb up on the top of the chat) ? Thank you so much:)

Thanks, if you have any additional questions, please feel free to contact us again. Goodbye and have a great day:) 08:50:21 pm

Marcel0685 08:50:39 pm

Thanks, byebye :-)

Sky 08:51:12 pm

My pleasure:)bye

Duration: 9m 19s

Chat started on: <https://www.banggood.com/index.php?com=account&t=msnSend>



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