

Dear Martin Kratoska,

Thank you for contacting AliExpress. I am sorry to hear that you are not satisfied with your order 8136049835734026.

**Important:**All evidence and information should be uploaded to the dispute details (pictures and videos).**Evidence or information on other websites or the message history will not be accepted.** If you can not upload the evidence-please let us know.

**If the seller make a counterclaim against your claim in the dispute,you may need to provide new evidence that you are testing the product according to the seller's instructions/advice to support your claim.**

| Problems with the order | Judgement from AE | Invalid Reason   | Proof Guide  |
|-------------------------|-------------------|--|--|
| Poor quality            | Invalid           | Evidence not as required, please refer to the proof guide  | To support your claim, please provide high-quality photos of the product and mark the defective areas to demonstrate poor quality.<br><br>if the seller make a counterclaim against your claim/evidence in the dispute,you may need to show in your evidence that you are testing the product according to the seller's instructions/advice in order to help us to confirm the problems. |
| Performance issues      | Invalid           | It is hard to through your provided picture to find out the problem,it needs more support, video is a better way for identifying the problem . Please provide test video so that we can find out the problem easily. | Video: Operate the product correctly to show the problem you claimed   |

**Solutions:**

**Option 1:** Return goods Full refund 155.73 USD ( Buyer pays the returning shipping fee)

**Notice:** In most EU countries, you are generally entitled to 14-day return (please note that in case of return, the buyer needs to cover the cost of returning the products to the seller).

**Response time:** 3 days

Please provide evidence as "proof guide" requested(If you bought over 1 piece of products, please illustrate all the defective pieces).

Note: You can resolve the issue by clicking 'Add a New Proposal', 'Accept' (to accept the seller or AliExpress' proposal), 'Upload Evidence' or 'Edit' (to modify comments on the proposal).

If you fail to response or provide required evidence before the deadline, AliExpress would release full payment to the seller or refund the amount as per seller's suggestion and close the dispute.

Your understanding and cooperation will be appreciated.

Best regards,

AliExpress Case Management Team

---

Please do not reply to this email/message. This mailbox is not monitored and you will not receive a response.

Please log in to <<http://trade.aliexpress.com/issue/issueDetail.htm?issueld=7100595716124026>> to respond the case before the due date.