

MESSAGE IN QUOTE HIDDEN ON AMAZON RETAIL WEBSITE.

RE: Inquiry from Amazon customer Lisa Ballentine: Received damaged or defective item (Order

From: ECOSS INC (amazon@ecossus.com)

Sent: Sunday, April 24, 2016 6:23 PM

To: [Lisa Ballentine](#) (3lwdmvjwp8xbpvh@marketplace.amazon.com)

Order ID: [115-5833088-4318650](#)

- 1 of Ecos 16 pcs Watch Repair Tool Kit Wrist Strap Adjust Band Pin Strap Link Remover Fix Back Op

Dear Customer,

We're so sorry for the missing item. Could you please help check the package carefully if it dropped out

Please reply us whether existing or not. If not, we would provide a partial refund to you. The hammer is

Sorry for the inconvenience.

Willa

--- Original message ---

Order ID 115-5833088-4318650:

1 of Ecos 16 pcs Watch Repair Tool Kit Wrist Strap Adjust Band Pin Strap Link Remover Fix Back Opener 1

----- Begin message -----

I received this yesterday it was missing the mini hammer.

RE: Inquiry from Amazon customer Lisa Ballentine: Received damaged or defective item (Ord

From: ECOSS INC (amazon@ecossus.com)

Sent: Wednesday, April 27, 2016 6:16 PM

To: [Lisa Ballentine](#) (3lwdmvjwp8xbpvh@marketplace.amazon.com)

Order ID: [115-5833088-4318650](#)

- 1 of Ecos 16 pcs Watch Repair Tool Kit Wrist Strap Adjust Band Pin Strap Link Remover Fix Back O

Dear Customer,

How about do we provide a \$3 partial refund and buy it by yourself? Please reply us and we would proc

Many thanks,

Willa

--- Original message ---

Order ID 115-5833088-4318650:

1 of Ecos 16 pcs Watch Repair Tool Kit Wrist Strap Adjust Band Pin Strap Link Remover Fix Back Opener

----- Begin message -----

I checked the package before I sent an email. It was not in there.



r: 115-5833088-4318650)

ener Remover (Item #241058)

t of the package?

s not expensive and can buy it separately.

Remover (Item #241058) [ASIN: B01C84AR1W]

-

er: 115-5833088-4318650)

lpener Remover (Item #241058)

ess it as soon as possible.

r Remover (Item #241058) [ASIN: B01C84AR1W]