

Apr. 29                      The buyer didn't receive the item  
Buyer requested            The item  
Comments                    Hello, the package said it was delivered but I did not receive it. Please advise as I still want the item...thanks

May. 1                        You sent a message  
Comments                    Hi dear friend, Thanks for your letter,could you please tell us have you received your item? and if you still not received,please let us know ,due to there are no problems of your address ,we're afraid the item can be lost if we give you resend,so we will give you the refund,hope you could understand,look forward to your reply.Yours Sincerely, Alva <http://www.asc365.com/>

**Here's what happened**  
May. 2                        The buyer sent a message  
Comments                    No I did not receive the item, please send me a refund...thank you

**"No I did not receive the item, please send me a refund...thank you"**

Please reply to the buyer by May. 4.

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Send a message to the buyer

Update tracking details  
Adding tracking can help reassure the buyer that the item is on its way

Refund the buyer  
You can refund the buyer to close this request now

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