


[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  **Warranty Dept.** (support@factoryfast.com.au)

 You may not know this sender. [Mark as safe](#) | [Mark as junk](#)

Sent: Saturday, 9 January 2010 7:27:39 PM

To: *****@hotmail.com

Your Ticket has been received and a member of our staff will review it and reply accordingly. Listed below are details of this Ticket. Please make sure the Ticket ID remains in the subject at all times.

Ticket ID: VVG-*****

Subject: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

Department: Warranty Dept.

Priority:

You can check the status of or reply to this Ticket online at:
Please do let us know if we can assist you any further,

FactoryFast.com.au

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  **FactoryFast Warranty Department** (support@factoryfast.com.au)

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Sent: Monday, 11 January 2010 10:41:05 AM

To: *****@hotmail.com

Hi *****,

Thank you for your business and email.

We apologize for any inconvenience caused on this occasion and assure of our continued service and attention at all times.

For this case, it could be caused by the thermo-protection switch. It acts on when the temperature in the pressure washer is too high, which may being caused by high loading.

We also want to know how many time the pressure washer has been used. Did it work normally before? Can you describe how you use it?

We will confirm that with our supplier and get you back ASAP. Before that, please hold the usage of the pressure washer for the possible further damage.

Have a good day!

Regards,

Thomas

FactoryFast Warranty Department

IMPORTANT NOTE - when responding please kindly ensure you are replying to this ticket only and not creating a new ticket. Creating a new ticket

splits correspondence for your case and will cause unnecessary delay.
Please 'reply' to this ticket only.

Ticket Details

=====
Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: A1 Priority
Status: On Hold

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC
PRESSURE WASHER

From:  **FactoryFast Warranty Department** (support@factoryfast.com.au)

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Sent: Monday, 11 January 2010 5:40:51 PM

To: *****@hotmail.com

Hi *****,

Thank you for your business.

We have another new option for you regarding this matter.

You can send the item back to us to the following address:

LOCKED BAG 5036,
ALEXANDRIA NSW 2015

We inspect the item by our engineer. Returned product package should include the original packaging and all accompanying user manuals and documentation, and any included accessories and/or parts. If after examining the returned product and the unit is found not to be faulty, the customer may be liable for the payment of \$30 as handling charges and administration fee plus the postage.

Please email us the tracking number after the item is sent if you decide to take this option.

Have a good day!

Regards,

Thomas
FactoryFast Warranty Department

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Ticket Details

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Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: A1 Priority
Status: On Hold

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO
ELECTRIC PRESSURE WASHER

From: ***** (*****@hotmail.com)

Sent: Saturday, 16 January 2010 7:52:39 PM

To: support@factoryfast.com.au

Hello Factory Fast,

Thankyou for your response. As a reply to your first email, it was the first time the pressure washer had been used when the fault occurred.

If I send the item back, will it be reply paid??

Regards,

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO
ELECTRIC PRESSURE WASHER

From: ***** (*****@hotmail.com)

Sent: Thursday, 21 January 2010 4:16:22 PM

To: support@factoryfast.com.au

To FactoryFast warranty department,

The pressure washer has only been used once (in response to first email), and the instructions have been followed.

If I send the item back, will it be reply paid? (in response to second email).

I had no response to my previous email so I am resending. Please reply asap.

Thanks,

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC
PRESSURE WASHER

From: **FactoryFast Warranty Department** (support@factoryfast.com.au)

Sent: Monday, 25 January 2010 3:46:28 PM

To: *****@hotmail.com

Dear *****,

Thank you for your reply and patience.

Please pay the postage by your side. If the product is found to be faulty, we will refund the same amount store credit as the postage to you.

We apologize for any inconvenience caused on this occasion and assure of our continued service and attention at all times.

Have a wonderful day!

Regards,

Thomas



FactoryFast Warranty Department

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Ticket Details

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Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: Al Priority
Status: On Hold

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  **FactoryFast Warranty Department** (support@factoryfast.com.au)
Sent: Monday, 25 January 2010 3:53:26 PM
To: *****@hotmail.com
 1 attachment

Dear *****,

Please find the attachment and print it out, which should be affixed on the carton.

Thank you very much!

Regards,


Thomas
FactoryFast Warranty Department

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Ticket Details

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Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: Al Priority
Status: Open

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  ***** (*****@hotmail.com)
Sent: Sunday, 21 February 2010 8:57:47 PM
To: support@factoryfast.com.au
To Thomas (factory fast warranty dept),

The Pressure washer was sent back to you, and you should have recieved this a while ago, but I have

had no confirmation of receiving the product from you. Have you received it? Please let me know asap

Regards,

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  **FactoryFast Warranty Department** (support@factoryfast.com.au)

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Sent: Tuesday, 23 February 2010 11:47:46 AM

To: *****@hotmail.com

Dear *****,

Thank you for your email.

We have received the return product and our technician is testing the product.

If it is faulty, we will dispatch a new item to you ASAP.

Should you have any concerns, please do not hesitate to let me know.

Regards,

Victor
FactoryFast Warranty Department

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Ticket Details

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Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: A1 Priority
Status: On Hold

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC PRESSURE WASHER

From:  ***** (*****@hotmail.com)

Sent: Tuesday, 16 March 2010 10:19:44 AM

To: support@factoryfast.com.au

Dear Victor,

It has been months since I purchased this product from Factory Fast. I have not received the product back or heard from Factory Fast that the product was not faulty. I would appreciate if you could give me an estimated time on how long the testing is going to take. This item was supposed to be a Christmas present to my brother!

Regards,

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO
ELECTRIC PRESSURE WASHER

From: [] ***** (*****@hotmail.com)

Sent: Sunday, 4 April 2010 7:25:07 PM

To: support@factoryfast.com.au

To Factory Fast,

I am extremely disappointed in the customer service I have received from your department. This item was sent back MONTHS ago for testing, and the lack of communication and timeliness is not acceptable. I have sent an email asking how long this process is going to take and have received no reply. I have records of all emails sent and received.

I would like a full refund for the item, as well as a refund of the \$25.00 that it cost to send the item to you.

If I do not receive a reply to this email, I will take further actions to ensure the matter is dealt with.

[#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO ELECTRIC
PRESSURE WASHER

From: [] **FactoryFast Warranty Department** (support@factoryfast.com.au)

Sent: Tuesday, 6 April 2010 11:53:19 AM

To: *****@hotmail.com

Hi *****,

Thank you for your email.

We are sorry for the late reply.

Our technician said the product was returned to us in broken condition, which did not work at all (not works for about 5 mins before it cuts out). Under this circumstances, we hardly could fix the problem of what you mentioned before (works for about 5 mins before it cuts out).

As the product cannot work properly, we have reported this issue to our management team and have applied for a replacement product for you. Once our application is granted, we will send the item to you ASAP.

Should you have any concerns, please do not hesitate to let me know.

Regards,

Victor

FactoryFast Warranty Department

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Ticket ID: VVG-*****
Department: Warranty Dept.
Priority: A1 Priority
Status: On Hold

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO
ELECTRIC PRESSURE WASHER

From: [] ***** (*****@hotmail.com)
Sent: Sunday, 11 April 2010 6:16:00 PM
To: support@factoryfast.com.au
Hi Victor,

Please refund my money for the item. Don't bother to send it back to me. It has been FOUR months! I don't care what the fault was, waiting this long is ridiculous.

RE: [#VVG-*****]: (SMALL-2250PW) MAX 2250PSI APOLLO
ELECTRIC PRESSURE WASHER

From: [] ***** (*****@hotmail.com)
Sent: Wednesday, 28 April 2010 3:41:14 AM
To: support@factoryfast.com.au
Victor,

I have not recieved a refund for the product. It has now been OVER 5 MONTHS since I purchased this product. Put the refund into my account immediately or I am going to the ACCC. This is the worst customer service I have recieved from a company EVER.

Reply to this email ASAP.
