

Hello Caroline

Thanks for getting in touch. Your correspondence has been escalated to me by my team for review and response.

Firstly please accept my apologies.

We do appreciate your feedback, as we do welcome feedback from all of our customers, and are sorry that you are not finding the Open Sesame as useful as you hoped. Please be assured that all of our products are tested and any claims made are from genuine reviews.

We requested details of your order to understand whether you were within our 100 day money back guarantee which you clearly are to put this right for you but this should have been explained.

I have arranged to refund the cost of your order number *** as a gesture of goodwill.

I'm really sorry to hear that your experience this time was less than good. We always try to do our best but occasionally things go wrong.

I will be speaking with (previous CS agent) regarding their response to you and will ensure that they learn from this going forward.

I will also be passing on your comments to our marketing team to consider our wording of this product going forward.

Hopefully this has gone some way to put this right for you but please do not hesitate to contact me if you require any further assistance

Best wishes

My final response:

Hello Person's Name,

Thank you for your reply and thank you for the refund.

I bought your item based on the information supplied and found the product not to live up to that description. My main concern was how it was advertised for people with dexterity issues, yet, as someone with dexterity issues myself, I found that a good grip was needed for the Open Sesame to work.

In my experience, most people with dexterity issues have poor grip and I was concerned other people might have fallen into the same trap. A refund was something I was not concerned with but I am grateful.

Unfortunately, (previous CS agent's name) didn't do the best job in replying to me. I'm glad to hear they have the opportunity to learn from this. More importantly, I am delighted to hear you will be contacting your marketing team to hopefully review the information supplied about the Open Sesame product.

Kind Regards