

Subject: Re: Re-Evaluation declined – Order# 1037678261493913
From: "Scott Torres" <sytorres1975@yahoo.com>
Sent: 1/22/2026 3:35:47 PM
To: "PH Re-Evaluation Team" <dispute_ph@care.lazada.com>

Your request for "photo proof" of a defective internal SSD is unreasonable. A storage device's defect is established through technical testing (SMART data, benchmarks, operating system behavior), not by visual inspection of photos. Every reputable storage manufacturer (SanDisk, Samsung, etc.) follows an RMA process where the defective unit is returned and tested before a warranty decision is made. In this case, there was no proper RMA procedure, no option to return the unit for testing, and no technical evaluation, yet my claim was still rejected.

Please explain clearly:

1. `p]:pt-0 [&>p]:mb-2 [&>p]:my-0" style="box-sizing: border-box; border-width: 0px; border-style: solid; margin-top: 0px; margin-bottom: 0px; padding-inline-start: 0.375em; padding-top: 0px; padding-bottom: 0px;">`

What is Lazada's RMA and testing procedure for defective storage devices sold with a stated warranty?

2. `p]:pt-0 [&>p]:mb-2 [&>p]:my-0" style="box-sizing: border-box; border-width: 0px; border-style: solid; margin-top: 0px; margin-bottom: 0px; padding-inline-start: 0.375em; padding-top: 0px; padding-bottom: 0px;">`

Why was I never offered a return-for-testing route, only repeated requests for photos that cannot prove or disprove controller or flash defects?

3. `p]:pt-0 [&>p]:mb-2 [&>p]:my-0" style="box-sizing: border-box; border-width: 0px; border-style: solid; margin-top: 0px; margin-bottom: 0px; padding-inline-start: 0.375em; padding-top: 0px; padding-bottom: 0px;">`

On what technical basis was my claim denied, given that no engineer or technician ever examined or tested the drive?

This email is a formal attempt to resolve the matter with Lazada. A copy of this message, together with your prior responses and the complete transaction history, will form part of my complaint file with DTI under the Consumer Act and the Internet Transactions Act.

----- Original Message -----

From "PH Re-Evaluation Team" <dispute_ph@care.lazada.com>

To svtorres1975@yahoo.com

Date 1/21/2026 5:25:15 PM

Subject Re-Evaluation declined – Order# 1037678261493913

Hi Scott Vanne Torres ,

We have reviewed the Re-Evaluation case# 3030400002484081 and regret to inform you that the Re-Evaluation request has been declined as the return request was found to be invalid.

Resolution reason: Buyer unable to provide valid proof

Please click on the link provided below to view the details of this Re-Evaluation request.

On Desktop: Click here <https://my.lazada.com.ph/customer/returns/view/?requestType=return&reverseOrderId=798459841893913>

On Mobile: Click here https://my-m.lazada.com.ph/return/reverse-reverse-details?wh_weex=true&reverseOrderId=798459841893913&anchorReverseOrderLineId=798459841993913

Case Comments:

Dear, buyers. We regret to inform you that we are unable to continue the return process at this time because items must be returned in their original condition (product labels, tags and/or security seals must be intact and undamaged), unworn, unwashed, unaltered and unused. We have made the decision to reject your dispute. Thank You.

Best Regards,

Lazada Team

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