

**Subject:** You have an update for your case 2500000183532143  
**From:** "Lazada Philippines Customer Care" <[CSPH@care.lazada.com](mailto:CSPH@care.lazada.com)>  
**Sent:** 12/2/2025 2:25:00 PM  
**To:** [svtorres1975@yahoo.com](mailto:svtorres1975@yahoo.com)

Dear Valued Customer,

Thank you for contacting us regarding your recent return/refund issue. We appreciate you bringing this matter to our attention.

Your feedback is valuable to us, and we have already raise your concerns to our relevant department for immediate review and action.

We value your business and appreciate your continued support. We look forward to providing you with a better experience in the future.

If you need any further assistance, please feel free to reach out to us through our Help Center [here](#)

We appreciate your continued support, and we look forward to serving you again.

Best regards,  
Lazada Philippines

### Chat History:

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首问机器人(2025-12-02 13:25:46)

For a smooth experience, please make sure your contact information is updated to receive timely notifications from Lazada.

Aryan(2025-12-02 13:25:52)

Hi , Thank you for contacting Lazada Philippines and being one of our valued customer. This is Aryan, your Customer Care Consultant. How may I help you today?

Scott Vanne Torres(2025-12-02 13:26:12)

Hello Aryan. I have an issue

Scott Vanne Torres(2025-12-02 13:26:19)



Scott Vanne Torres(2025-12-02 13:26:19)



Aryan(2025-12-02 13:26:56)

thankyou for the screenshot provided

Scott Vanne Torres(2025-12-02 13:26:58)

Order 796436330093913

Scott Vanne Torres(2025-12-02 13:27:38)

I was told to choose the option I chose because the real option was not available. I filed it while I was chatting with your customer care specialist

Scott Vanne Torres(2025-12-02 13:27:50)

there were only 4 options

Aryan(2025-12-02 13:28:03)



**Aryan**(2025-12-02 13:28:06)

may I confirm are you referring to this order ?

**Scott Vanne Torres**(2025-12-02 13:28:09)

yes that is the item

**Scott Vanne Torres**(2025-12-02 13:28:17)

1TB

**Aryan**(2025-12-02 13:28:59)

thankyou for the confirmation, let me check it for you

**Scott Vanne Torres**(2025-12-02 13:29:45)

It is quite crazy when I follow the step by step and the person checking it fails to read the notes that were clearly given in the claim

**Aryan**(2025-12-02 13:31:02)

If I'm understanding this correctly, you need help with return/refund issue right?

**Scott Vanne Torres**(2025-12-02 13:31:07)

yes

**Scott Vanne Torres**(2025-12-02 13:31:45)

This item is under warranty and the seller is not reachable. it then falls back to you because was purchased through your store. R.A. 7394 The Consumers Act of The Philippines Chapter 1 Article 50. Prohibition Against Deceptive Sales Acts or Practices. a) a consumer product or service has the sponsorship, approval, performance, characteristics, ingredients, accessories, uses, or benefits it does not have;

Scott Vanne Torres(2025-12-02 13:32:22)

3 year local supplier warranty but local supplier refuses to return messages to me or you

Scott Vanne Torres(2025-12-02 13:32:37)

The item was sold with the warranty

Aryan(2025-12-02 13:33:03)

thankyou for the confirmation, let me check it for you

Scott Vanne Torres(2025-12-02 13:33:29)

i literally filled out the return form with the assistant like you telling me what to choose

Scott Vanne Torres(2025-12-02 13:34:02)

Thank you and we included the 2 reference number so there was no mistake all they had to do was read the referenced information

Aryan(2025-12-02 13:34:29)

Is it alright if I put you on hold while I do some checks? I'll be back in 2 minutes

Scott Vanne Torres(2025-12-02 13:34:37)

yes that is fine thank you

Aryan(2025-12-02 13:37:11)

thankyou for waiting, upon checking on your refund request has been declined due to incorrect return reason. Please initiate a return and select "I have problem with item received", and select the correct reason.

Aryan(2025-12-02 13:37:31)

may I confirm what is the problem faced at your item received?

Scott Vanne Torres(2025-12-02 13:37:36)

It was the return reason I was told to choose by your representative

Scott Vanne Torres(2025-12-02 13:37:48)

It is defective\

Scott Vanne Torres(2025-12-02 13:38:05)

stopped functioning through normal use

Scott Vanne Torres(2025-12-02 13:38:25)

no physical damage

Scott Vanne Torres(2025-12-02 13:38:48)

board level failure

Aryan(2025-12-02 13:39:23)

thankyou for the confirmation

Scott Vanne Torres(2025-12-02 13:39:31)

I was only given 4 options to choose from which is not the normal on a return but that is your systems failure not mine

Scott Vanne Torres(2025-12-02 13:39:46)

I sent images of it

Scott Vanne Torres(2025-12-02 13:39:54)

you have screen shots from it

Scott Vanne Torres(2025-12-02 13:40:02)

in the notations

Scott Vanne Torres(2025-12-02 13:40:25)

your rept told me to choose any of the top 3 just not to choose epirod

Scott Vanne Torres(2025-12-02 13:40:32)

expired

Scott Vanne Torres(2025-12-02 13:40:43)

she placed careful notes

Scott Vanne Torres(2025-12-02 13:41:16)

the problem isn't you or the last assistent it is the person handling the cases not doing thier job. not reading the notes in front of him

Scott Vanne Torres(2025-12-02 13:42:27)

and then on top of that when I pointed it out in the email instead of reading the notes he denied the claim

Aryan(2025-12-02 13:42:28)

thankyou for the confirmation, let me review your previous case to make sure take the next step of your return/refund regest issue

Scott Vanne Torres(2025-12-02 13:42:59)

yes please as the next step will be a DTI claim and quite a strong one as I have the notes

Scott Vanne Torres(2025-12-02 13:43:14)

I am trying to let you guys sort this intentially first

Aryan(2025-12-02 13:44:44)

may I confirm have you try for troubleshooting first regarding to this issue ?

Aryan(2025-12-02 13:44:59)

For troubleshooting the issue, we recommend trying some basic steps that often help resolve similar concerns.

- Close the Lazada app completely then re-open the app.
- Restart your mobile phone.
- Update to the latest version of device (mobile) software.
- If you are connected via mobile data 3g/4g/5g try connecting to a stable internet connection.
- Re-install Lazada App.
- Update to the latest version of Lazada App.
- Logout and then log back into your account.
- Try using a different device (phone/desktop/laptop)
- Clear app cache.

(Android: Long press app icon > App setting > Storage > Clear cache) (IOS: Open the Settings app > Scroll through the Settings and find Lazada app > Clear cache)

Scott Vanne Torres(2025-12-02 13:45:07)

yes I am a technician of 25+ years highly experienced

Scott Vanne Torres(2025-12-02 13:45:42)


I already have the latest app and every thing is current and updated


Scott Vanne Torres(2025-12-02 13:45:58)


your not dealing with an amature

Aryan(2025-12-02 13:47:13)




 **Return/Refund**



 We are here to ensure you get the best support

 **SanDisk 480GB/1TB SSD PLUS SATA 3 2.5" With 3 Years Warranty**

Storage Capacity:1TB

 **Chat with seller >**

### What happened to your order?


 **Problem with items received** 

**Free Return**

Select this if you received a damaged/defective item, wrong item, item not as advertised, missing accessories/freebies, counterfeit item or a change of mind (if applicable).

Request period ended on **2025-10-28 12:06**

 **Did not receive the items or received expired items**

Select this option if the order is marked as "delivered" but not received, items are missing, 

expired, or if you received an empty or suspicious parcel.



Aryan(2025-12-02 13:47:14)

may I confirm , If I'm understanding this correctly, you need help with unable to file return request to this order right

Scott Vanne Torres(2025-12-02 13:47:24)

yes

Scott Vanne Torres(2025-12-02 13:48:07)

there is no option for defective. that is an issue with the pull down menu in the app. I also build and design websites. it is missing the options that are typically there

Scott Vanne Torres(2025-12-02 13:48:49)

That is a backend issue for the web admin to address

Scott Vanne Torres(2025-12-02 13:49:28)

needless to say that was something the person looking at the case could have discerned given he had the screen shot of the menu showing only 4 options

Aryan(2025-12-02 13:49:33)

we do apologize for what have happened to you. I do understand that it must be so disappointing for you and I will help you to sorted this out

Scott Vanne Torres(2025-12-02 13:50:03)

It is my customer I am worried about. They just want their cumpouter up and running

Scott Vanne Torres(2025-12-02 13:50:26)

WHen I contacted SanDisk they told me they had no record of it's serial number

Scott Vanne Torres(2025-12-02 13:50:57)

that would also make the item counterfeit

Scott Vanne Torres(2025-12-02 13:51:26)

I have other SanDisk SSDs one that is 7 or 8years old now same sries

Scott Vanne Torres(2025-12-02 13:52:39)

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have; b) a consumer product or service is of a particular standard, quality, grade, style, or model when in fact it is not;

Scott Vanne Torres(2025-12-02 13:52:47)

That falls under B)

Scott Vanne Torres(2025-12-02 13:53:03)

only looking to get new drive for my customer

Scott Vanne Torres(2025-12-02 13:54:08)

And I am only asking for the included warranty to be honored

Aryan(2025-12-02 13:54:14)

thankyou for the explanation and the clearly confirmation sir, regarding to your concern we already re open return/refund button to your order, we advised you to file return request

once it still the same (unable to file return request) we advised you to file refund only request by submit the screenshot as the evidence that unable to file return request and all the sufficient evidence for the defective item

Scott Vanne Torres(2025-12-02 13:54:16)

nothing more nothing less

Scott Vanne Torres(2025-12-02 13:55:04)

i will do it with you on the line

Scott Vanne Torres(2025-12-02 13:56:45)

there it has that issue in the return now i will proceed give me the case numbers to reference

Aryan(2025-12-02 13:57:32)

thankyou for your cooperation sir,

Aryan(2025-12-02 13:58:12)

here is the reference number for our conversation 2500000183532143

Aryan(2025-12-02 13:59:24)

once again, we are deeply sorry for the inconvenience you are faced, this is not the experience we want our buyer to have

Scott Vanne Torres(2025-12-02 13:59:37)

going to take pictures of what I already have

Scott Vanne Torres(2025-12-02 13:59:49)

it is ok so long as the issue is corrected

Scott Vanne Torres(2025-12-02 13:59:54)

need better training

Scott Vanne Torres(2025-12-02 14:01:51)

just a min while I take the pictures

Aryan(2025-12-02 14:03:33)

surely sir, may I confirm have you find the return/refund button at "All Order" page?

Scott Vanne Torres(2025-12-02 14:05:01)


yes uploading a video I just made almost done and I will send it hopping


Aryan(2025-12-02 14:06:13)


thankyou for the confirmation, we advised you to submit this screenshot too as evidence that unable to file return request right

Aryan(2025-12-02 14:06:14)








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**Scott Vanne Torres**(2025-12-02 14:07:18)

ok it has been filed

**Scott Vanne Torres**(2025-12-02 14:07:41)

says wait for the seller's response which will be nil as no one can contact them

**Aryan**(2025-12-02 14:09:55)

noted sit, thankyou for the confirmation, we notice that on your order already return requested and still on going for seller approval. please kindly waiting within 3 working days for seller approval and you can expect to continue the return process for refund

**Scott Vanne Torres**(2025-12-02 14:12:20)

Yes Thank you glad you can see it there. Thanks for your time. Hope this time they actually look at the information

**Scott Vanne Torres**(2025-12-02 14:13:00)

Take care and God bless.