



Juan Molina <johnmolina@codecraftstudios.net>

Wrong Size

9 messages

Juan Molina <johnmolina@codecraftstudios.net>

To: service@kistania.com

Tue, Sep 23, 2025 at 7:45 PM

Hey, I bought item "Hip Hop Street Style Turtle neck Embroidered Solid Hoodie" for **3XL**, but got SMALL. I am a big dude, 6'3, and I can't even put on the hoodie I got. Can I please get a **3XL size?** This is irritating. I waited 3 whole weeks for this hoodie and someone on your end had to fuck it up.

I would either like a refund or for you guys to send me the correct size

--

Juan M Molina Jr, CEO
CodeCraft Studios LLC
[CodeCraft Studios](#)



service <service@kistania.com>

To: Juan Molina <johnmolina@codecraftstudios.net>

Wed, Sep 24, 2025 at 11:06 PM

Dear customer,

We are sorry for the inconvenience!

Could you please take some complete pictures of the item so that we can confirm it?

Thank you for your understanding and look forward to your reply.

Best regards,
Kistania

service@kistania.com

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Juan Molina <johnmolina@codecraftstudios.net>

To: service <service@kistania.com>

Sun, Sep 28, 2025 at 3:05 AM

Yes, in fact I made a video about it. Sorry for the late reply, I just moved and was trying to find the original bag, but could not find it. Here are files, where I compare



a XXL, to the hoodie, as well as images



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 e1.mp4
19115K

service <service@kistania.com>
To: Juan Molina <johnmolina@codecraftstudios.net>

Sun, Sep 28, 2025 at 4:23 AM

Dear Customer,

Thank you for your reply.

We apologize, but since each garment has different sizing standards, this item may not fit you properly.

We are very sorry that our product is not suitable for you and brought you a bad experience.

If you need an exchange or refund, please follow the process below:

1. The return cost should be afforded by customer.

2. Please keep the original package covered by plastic bag or others for returning.

(Ps: Don't attach any label, note or sticky material like tape around the original box when returning.)

3. Please write your order number on the paper.

4. Then return the item with original packing to return address below: after shipped pls provide the tracking number for us to track.

Recipient: Wang Qin

Address: E8-1 704, E Zone, Tianfu Software Park, Guixi Street, Wuhou District

City: Chengdu

Province: Sichuan

Country: China

Postal code: 610041

Phone number: 17323110673

After we receive the items and check that there is no problem, we will refund you or reissue the size you need.

Note: The package needs to be sent within 7 days, and it does not mean that it must be delivered to us within 7 days. We recommend customers to go to the local post office to send the package (this will help to avoid tariffs as much as possible), and the shipping fee may be more favorable.

However, you are first time to our website, I would like to provide other solutions for you in order to avoid extra cost:

If the product has no big issue and you can reserve it or use it as a gift to your friends or donate it. In this case, we will refund \$8.75 (25% of product value) to you and no need for return from you.

Which option do you prefer? Looking forward to your reply, we are glad to assist you further.

Best regards,

Kistania

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Juan Molina <johnmolina@codecraftstudios.net>

To: service <service@kistania.com>

Sun, Sep 28, 2025 at 1:23 PM

But i already threw away the original package?

Juan M Molina Jr, CEO

CodeCraft Studios LLC

CodeCraft Studios



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service <service@kistania.com>
To: Juan Molina <johnmolina@codecraftstudios.net>

Mon, Sep 29, 2025 at 4:35 AM

Dear Customer,

Thank you for your reply.

We apologize for any inconvenience caused.

In your case, we can offer you a \$12 (35% of product value) refund. You do not need to return the items. Would you accept this solution?
If you still wish to return the package, please provide us with the tracking number after mailing the returned items. Simply place your clothes back into the original garment bag.
We will process your refund promptly upon receiving and verifying the returned items. Thank you for your understanding.

Kind regards,
Kistania

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Juan Molina <johnmolina@codecraftstudios.net>
To: service <service@kistania.com>

Mon, Sep 29, 2025 at 12:47 PM

and why do I get fucked for YOUR mistake?

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service <service@kistania.com>
To: Juan Molina <johnmolina@codecraftstudios.net>

Mon, Sep 29, 2025 at 10:31 PM

Hi,

Different garments have different sizing standards.

If you wish to return an item for a refund, please ship it back to the address we provide. After mailing the item, kindly provide us with the tracking number.

We will process your refund once we receive the returned package.

In your case, we can offer you a \$12 (35% of product value) refund. You do not need to return the items. Would you accept this solution?

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Juan Molina <johnmolina@codecraftstudios.net>
To: service <service@kistania.com>

Wed, Oct 1, 2025 at 1:29 PM

give me the refund

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