Dear Mr. Pang,

Thank you for alerting us about the existence of a similar plant product with an air pump on the market. We are as concerned as you about the existence of a similar product on the market.

After knowing that a similar product is being sold on Taobao, our team immediately reacts by finding the product description of the similar product. We identified the manufacture of that product and asked their manager about the functionality of the product. They replied by email, stating that their product came with Dragon plants and it was only for decoration purposes. There was no way that their product can facilitate airflow.

On the other hand, the “Clean Indoor Air” project uses Snake plants, whose roots can clean indoor air quality by turning formaldehyde, a toxic chemical, into oxygen. Their product also includes Dr. Wong’s specially designed air pump which cannot be bought on the market. The air pump is designed to ensure sufficient airflow to the plant roots to facilitate formaldehyde consumption. Therefore, both products have different functionality.

We hope that the above explanation could allay your concerns. We also notice that you would like to request a refund. Although the deposit has been paid to manufacture and no refund could be made, we would like to offer you a free sample of the “Clean Indoor Air” product as compensation. In the meantime, we will suggest the “Clean Indoor Air” project team to apply for patent protection to prevent the existence of any similar product on the market.

We appreciate your continued support in the “Clean Indoor Air” project. Please let us know if we can offer any other assistance.

Regards,

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