1.

Hello. I am trying to return this desk. I have amazon prime and it says that it would be free returns however in the return instructions it says that I need to affix the proper postage. I am not interested in paying that much postage especially when I should be getting a free amazon prime return. I hope you can help. Thank you kindly

**RE:**

Dear Customer,  
We deeply apologize for your inconvenience.  
Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.  
We are sorry for making you take an additional step regarding this issue, it's just to ensure we provide you a clear resolution to avoid any discrepancy.  
Your understanding and co-operation on this issue is appreciated. We look forward to hearing from you soon.  
Have a nice day!

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2.

Hi, I’m wondering why it won’t let me track my package, it was suppose to arrive yesterday and didn’t arrive today, and all it says is that package is pending.

RE：

Dear Customer Sorry for the inconvenience. We have already delivered the goods out of the warehouse. It has been verified that slow shipments are due to the following reasons. 1. Recently, many FedEx Express shipping sites have checked for cases of neo-crown outbreaks, resulting in staffing shortages and slow logistics shipments. 2. Due to Amazon's recent Black Friday rush, many warehouses have been full, and our staff has been working day and night to speed up the delivery, but the distribution of goods is still affected, which is also beyond our control. 3.After consulting with FedEx, they advised that the logistics tracking system may be delayed in updating shipment information. It may be necessary to wait until the order is successfully delivered before they can update all logistics and shipping information for the order, and the real-time logistics status displayed by the logistics tracking system may also be inaccurate. The FedEx official website has related information, you can also consult FedEx customer service for details. Due to the above factors, we are unable to give an exact time of arrival.We would hate to see this happen. This is a great loss for both of us, and we hope that you will understand our difficulties.We apologize for the delay and hope that you will give us more time. I hope my answers have resolved your questions, but if you have any other questions, please feel free to contact us and we will do our best to resolve your issue. We look forward to hearing from you.

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3.

I still haven't received my package, but the payment for it went through. I really want the desk, rather than the refund. Do you have a tracking number? Is there any way to tell if it's maybe just running late? If it's lost, then I'd want a refund.

RE:

I still haven't received my package, but the payment for it went through. I really want the desk, rather than the refund. Do you have a tracking number? Is there any way to tell if it's maybe just running late? If it's lost, then I'd want a refund.

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4.

So item shipped 11/23 with an estimated delivery of day before thanksgiving and I’m still waiting. I ordered this desk so I could have a workspace for a new job. Had I known it was going to be this long- I would have gone with another product. It should not take this long to reach Seattle Suburbs Please advise

RE:

Dear Customer Sorry for the inconvenience. We have already delivered the goods out of the warehouse. It has been verified that slow shipments are due to the following reasons. 1. Recently, many FedEx Express shipping sites have checked for cases of neo-crown outbreaks, resulting in staffing shortages and slow logistics shipments. 2. Due to Amazon's recent Black Friday rush, many warehouses have been full, and our staff has been working day and night to speed up the delivery, but the distribution of goods is still affected, which is also beyond our control. 3.After consulting with FedEx, they advised that the logistics tracking system may be delayed in updating shipment information. It may be necessary to wait until the order is successfully delivered before they can update all logistics and shipping information for the order, and the real-time logistics status displayed by the logistics tracking system may also be inaccurate. The FedEx official website has related information, you can also consult FedEx customer service for details. Due to the above factors, we are unable to give an exact time of arrival.We would hate to see this happen. This is a great loss for both of us, and we hope that you will understand our difficulties.We apologize for the delay and hope that you will give us more time. I hope my answers have resolved your questions, but if you have any other questions, please feel free to contact us and we will do our best to resolve your issue. Attached is the shipping status provided by FedEx. We look forward to hearing from you.

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5.

I still haven't received this. Could you please refund me so I can buy another product?

RE:

Dear customer, We have checked for you, you goods will be delivered in few days, please check the attachment. Thank you very much for your understanding.

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6.

Hi. I ordered the 60 inch desk for $89.99. It seems you are sending me a 47inch desk. I have a picture of the price for the 60 inch. It seems that the price shot up after that. However, when I check my order it now says 47 inches. I know for a fact I ordered the 60 inch. When I receive this item, and it’s 47 inches, I will be returning so I can receive the item I purchased. Can you please advise on how I would do this? Thanks.

RE:

Dear Customer We apologize for any inconvenience this may cause. Due to a previous Amazon system malfunction, we were unable to detect the product page display error in time.Due to a display error on the product page, the item you actually ordered did not match the actual item you wanted. As shown in the attachment, we see that the order is for a 47-inch table. Please believe that this is something we do not want to see and we apologize for this. We are doing our best to fix the problem. We hope you can understand our difficulties.We are offering you a 20% reimbursement for our negligence and hope you will accept this equally attractive and functional table. We apologize for any inconvenience this may cause you. We hope you will forgive us and look forward to hearing from you.

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7.

Hey I just wated to know what the specific problem is, Amazon had moved the date that it was coming 2 times, and then saw that it hadnt been updated except by the date and time the package was going to come.

RE:

Dear Customer Sorry for the inconvenience. We have already delivered the goods out of the warehouse. It has been verified that slow shipments are due to the following reasons. 1. Recently, many FedEx Express shipping sites have checked for cases of neo-crown outbreaks, resulting in staffing shortages and slow logistics shipments. 2. Due to Amazon's recent Black Friday rush, many warehouses have been full, and our staff has been working day and night to speed up the delivery, but the distribution of goods is still affected, which is also beyond our control. 3.After consulting with FedEx, they advised that the logistics tracking system may be delayed in updating shipment information. It may be necessary to wait until the order is successfully delivered before they can update all logistics and shipping information for the order, and the real-time logistics status displayed by the logistics tracking system may also be inaccurate. The FedEx official website has related information, you can also consult FedEx customer service for details. Due to the above factors, we are unable to give an exact time of arrival.We would hate to see this happen. This is a great loss for both of us, and we hope that you will understand our difficulties.We apologize for the delay and hope that you will give us more time. I hope my answers have resolved your questions, but if you have any other questions, please feel free to contact us and we will do our best to resolve your issue. We look forward to hearing from you.

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8.

Hello Do you have updated delivery date of the product? Thanks

RE:

Dear Customer Sorry for the inconvenience. We have already delivered the goods out of the warehouse. It has been verified that slow shipments are due to the following reasons. 1. Recently, many FedEx Express shipping sites have checked for cases of neo-crown outbreaks, resulting in staffing shortages and slow logistics shipments. 2. Due to Amazon's recent Black Friday rush, many warehouses have been full, and our staff has been working day and night to speed up the delivery, but the distribution of goods is still affected, which is also beyond our control. 3.After consulting with FedEx, they advised that the logistics tracking system may be delayed in updating shipment information. It may be necessary to wait until the order is successfully delivered before they can update all logistics and shipping information for the order, and the real-time logistics status displayed by the logistics tracking system may also be inaccurate. The FedEx official website has related information, you can also consult FedEx customer service for details. Due to the above factors, we are unable to give an exact time of arrival.We would hate to see this happen. This is a great loss for both of us, and we hope that you will understand our difficulties.We apologize for the delay and hope that you will give us more time. I hope my answers have resolved your questions, but if you have any other questions, please feel free to contact us and we will do our best to resolve your issue. We look forward to hearing from you.

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9.

Hello, I'd like to get a refund on my order please, my intention was to purchase the 60 inch but now I have realized that when choosing the 60 inch, you are buying the 47 inch. Thank you.

RE:

Dear Customer,Sorry for the inconvenience.To make up for the mistake, we will resend you a 60-inch table. 47 tables you do not have to return.If you like this solution, please let me know and reply us with your name,address,postal code and phone number.We look forward to hearing from you soon.Have a nice day!

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10.

Purchased DIY Cabinet Storage May 16 and only putting it together today. I am missing one package (4 pcs) of part D/hooks, otherwise all other pieces accounted for to make 3\*7 unit. Can you send a package to me?

RE:

Dear Customer,Sorry for the inconvenience.Unfortunately we don't have spare parts in stock right now. Can you accept our 15% compensation? You do not need to send back the goods.If you like this solution, please let me know We look forward to hearing from you soon.Have a nice day!

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11.

The black board can’t be screwed to the frame because the holes were placed in the wrong spot. Is there a chance to send a new board?

RE:

Dear Valerie We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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12.

I got the box and the corner was completely ripped snd open snd the wood is slightly chipped. Should I sent this back or what should I do. The corner is a bit scratched up during the shipping process I got the pics of the box too

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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13.

I was going to buy a similar desk from a different seller that had a later delivery date... but AMAZON recommended yours saying that it could arrive sooner.... now it will probably arrive later than the first desk. This lowers how much I trust JOISCOPE and AMAZON. Simply DO NOT claim to be able to do something unless you really can. You just took a sale away from someone else who was being HONEST about their delivery time. #FAKEDELIVERYDATES

RE:

Dear Customer, We apologize for the long wait. We also know that waiting is always hard to bear. We really hope that the shipping time can be shortened, but due to the busy shipping season, the delivery time of the package may be delayed. You know that sometimes there are things beyond our control, but we will try our best to solve the problem. We guarantee that if there is no delivery, we will provide you with a satisfactory solution. The attachment is the logistics tracking information, you can also query the logistics information according to the logistics code 399226396471. Please be patient. sorry for the inconvenience.

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14.

My table came broken

RE:

Hello there. Sorry for the inconvenience. I'm sorry I don't understand your question very well. What can we do for you?

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15.

Hello. I have contacted FedEx and they mentioned that the item has not been delivered to them. This has been way past the original date of delivery. I need this item NOW!

RE:

Dear Customer. I'm sorry for the inconvenience. Based on your shipment tracking number 399236310878, we have inquired about a real delay in the shipment. Since our shipments are sent to a U.S. warehouse for consolidation, we immediately contacted the shipping company to resolve the problem and urged them to ship your shipment as soon as possible. We are sorry that you have to wait a little longer, and we will try to solve the problem as soon as possible. If you have any other questions, please do not hesitate to contact us. Thank you for your support and understanding.

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16.

The desk was supposed to be here before Thanksgiving and now its telling me it's not sure when it will be here. Please update me asap.

RE:

Dear Customer. I'm sorry for the inconvenience. According to your shipment tracking number 399236310878, we found out that the shipment was indeed delayed. We immediately contacted the logistics company to solve the problem and urged them to ship your shipment as soon as possible.We are sorry that you have to wait a little longer, and we will try to solve the problem as soon as possible. If you do not need this desk just return it when you receive it and finish all the return process through Amazon. We apologize for any inconvenience this may have caused you. Hope my explanation is able to assist you. Please feel free to let us know if you have any further questions.

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17.

This desk is too big to fit in the space that I wanted, so I need to cancel my order.

RE:

Dear Thank you for your message. However we cannot cancel the order since the parcel was already sent out. If you do not need this desk just return it when you receive it and finish all the return process through Amazon. We apologize for any inconvenience this may have caused you. Hope my explanation is able to assist you. Please feel free to let us know if you have any further questions.

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18.

I placed the order for the incorrect measurement and need to cancel in order to reorder the correct piece

RE:

Dear Customer. According to your order, you have not yet completed payment, and the order is pending payment, as shown in the attachment. You can cancel your order yourself, we do not have the authority to cancel your order for you. Thank you for your support of our products.

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19.

Hello I was sent this item and it was missing a piece to assemble the desk. I would like to be able to build this desk so I am asking to be sent a replacement part for the desk. Thank you.

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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20.

For my shipment was it returned? If it was can you send it out to 4678 W 20th Street Elk City, OK, 73644

RE:

Dear Customer, sorry for keeping you waiting. We have sent goods for you .Due to Amazon's information protection policy, we cannot know the logistics situation. Logistics information is managed by the Amazon platform, you need to consult Amazon customer service about this issue, https://www.amazon.co.uk/gp/help/customer/contact-us?ie=UTF8&ref\_=cu\_surl&referral=A23FRSCAFAZRCH\_A3UU3VTX9GI15B&referral=A2VALQFJ0V1ME2\_A3UU3VTX9GI15B&referral=AQ0D47VQWYFKE\_A3TSL9HFHFXU78 Help》Need more help？》Contact us -UK Customers please call:0800 496 1081 -Customers in the other countries please call: 44 207 084 7911

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21.

did you cancel my order I received a message through my email saying you canceled it because I didn't have a phone number on there

RE:

Dear Customer. I'm sorry for the inconvenience. As shown in the attachment, your order does not display a phone number, the information is incomplete and we cannot successfully ship your item.Amazon delivery times are limited in duration and we have to cancel your order due to your failure to respond to our complete contact information in a timely manner.We are deeply sorry for this. If you still want to shop with us please place another order and remember to fill out the contact phone number for delivery. Thank you very much. Your JOISCOPE

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22.

Hi i am missing hardware for Joiscope Computer Desk with shelves 63 in vintage oak finish

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. Hope to receive your reply later.

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23.

This was marked as shipped almost a week ago, but the tracking provided still hasnt been shipped

Why was this marked as shipped almost a week ago, but the tracking information shows that it has not been shipped. It should be delivered this week and it hasnt even been shipped

RE:

Dear Brian, According to the shipment tracking code, the item has been shipped and will be delivered around November 27th, as shown in the attachment. Thank you very much for your support and we are sorry that you will have to wait for two to three more days. We will follow up the logistics information for you, so please be patient.

24.

The information has been updated, please ship desk. Thank you!

Information was updated, please ship desk. Thank you.

RE:

Dear Jason Thank you for your reply. However we did not see the update information about your contact number. We guess that since you just update but the order was placed few days ago, so we dont have access to your updated information. Sorry for the inconvenience. We already refund for you, it will take Amazon a few days to process. If you still want to shop with us just place another new order with us and we will send it right to you. Please double check that you have filled out all the necessary info for delivery. Thank you very much and have a nice day. JOISCOPE

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25.

I tried to ordered one of these desk but when I placed the order, it had 2 show up. I am needing to cancel only one but it's not giving me the option. I have selected to try and cancel only one but then they both show up as "attempting to cancel order"

RE:

Dear Chase Thank you for your message. Order 113-7194511-7433809 was cancel already. Thank you and thank you for shop with us if you still need a desk.

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26.

Hi, can you send me this item to test? I'm exchange for the item, I will leave you a great review.

RE:

Thank you for your message.Currently we do not need it. Thank you and have a nice day.

27.

I got the product today and assembled. while i assembled, i found the part "c" was cracked on the nut part. I need new one please.

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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28.

My organizer did not come with any hanging bars like it was supposed to ?? Please advise how I will get them?

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received and the pic of the current materials that you got? We will estimate the situation and provide solution to you ASAP. Thank you very much.

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29.

I ordered the 60 inch computer desk and one of the small u-shaped pieces is twisted so I can't get the desk square. The large desk top piece had two damaged corners. I'm wondering if you can just send replaments of those two pieces so I don't have to send the entire thing back.

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

Once we receive the picture we will estimate the situation and arrange replacement delivery for you. So could you also send your name, contact address and phone number so we can arrange delivery for you.

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30.

I would like to find a desk that I can get sooner

RE:

Dear Ann Thank you for your message. However we cannot cancel the order since the parcel was already sent out. It will arrive within about 3-5 days instead of December. If you do not need this desk just return it when you receive it and finish all the return process through Amazon. Thank you.

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31.

Had a problem with the drawer. Cluldnt get it right and broke the part. Any chance I can but two ‘r’ parts for the 40 inch desk?

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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32.

Is there a way to have this item shipped sooner?

RE:

Hi we will send the parcel within limited time which is before Nov 17th, and you will receive the parcel in three days. Please do not worry about that. Thank you very much and have a nice day!

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33.

Hi Received this today and is missing parts. We were trying to put together and the screws that are labeled #5 in the parts is missing. Can you send asap. Also would like a discount for the inconvenience. Thank you

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. Hope to get your reply later.

Moreover, Would you please provide your name, address and phone number so that we can arrange delivery for you? Thank you for understanding.

34.

Hi, I ordered this desk: https://smile.amazon.co.uk/gp/product/B083NMM7HH/ref=ppx\_yo\_dt\_b\_asin\_title\_o00\_s00?ie=UTF8&psc=1 it is fantastic but didn't come with the bottom to the drawer. Could this be arranged please?

My email is [e-mail address removed]

Cheers!

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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35.

Im missing the connection pieces can 8 get replacement or where doni buy them

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts ? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. Hope to get your reply later.

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36.

Hi, this is regarding Amazon order 114-7069107-3928267 for portable wardrobe. I have almost assembled the product but it seems I am missing 2 rectangular pieces in the shipment. Can you please ship them to me? Shipping address is as below.. 4615 SANDYFORD CT DUBLIN, CA 94568-7839 I am using one of same items since last 18 months and is going great so far.

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible.

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37.

I am out of the office on Friday 11/20 returning Monday 11/23.

RE:

Would you please provide your contact phone number for delivery? It is emergency.

Dear Customer Would you please provide contact phone number for delivery? Without phone number, we cannot send the parcel. Prompy reply will be appreciated. JOISCOPE

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38.

This was to be a prime item..I get thr ongoing COVID stuff..but about 1 minth to relieve is a bit ridiculous..can I cancel my order

RE:

Dear Customer Thank you for your message. Your parcel is ready to send. We will send the parcel within limited time and you will receive the item in about 3-5days instead of 1 month. And right now we cannot cancel it and if you do not want the good, you could send it back when you receive it. Thank you and have a nice day.

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39.

Hello Please try to ship it before 25 of December . It’s aChristmas gift . I really appreciate it

RE:

Dear customer, Your Parcel was already shipped and it will arrive in about three days. Thank you and have a nice day.

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40.

Hello, I purchased two desks, one desk did not have two angle supports. It only had one. Could you please send me the second angle support?

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts ? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. Hope to get your reply later.

41.

Hello, I received a desk today however the built in nut for shelf c seems to be broken as the screw is coming out. Any way to get a new shelf c or recommendations. Besides that the desk is beautiful and easy to put together.

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. Hope to get your reply later.

42.

We received the desk today however upon set up realize its missing part F it does have two E parts no F. Please help. We cannot continue to build without that piece

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. Could you provide us with relevant photos that you have two E part? If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. Hope to get your reply later.

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43.

I received a 10% move coupon for orders under $200 from Amazon and it said it would be applied at checkout, but I do not believe that it was.

RE:

Dear Customer Since the coupon was sent by Amazon, would you please consult with Amazon Customer Service for its application? Thank you and have a nice day.

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44.

I would like ot confirm this order is in progress, my credit card says pending but i updated my account information so it should go through now. please check if you can! thanks.

RE:

Dear customer， We have checked your order status,it shows your order is still pending. If you have already paid, you need to contact Amazon Customer Service Center to update your the order status. Have a nice day.

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45.

Hi there. I ordered a computer desk and it did not come with Part #4 which would the nuts to secure two screws. Instead of sending the missing part, I just received notice from Amazon that they’ll be sending another table and i must return the other. I don’t have the box for the table as I threw it out. Is there anyway you could cancel the shipment of the new table and I could just be sent the missing part? Thank you. My email is [e-mail address removed] should you have any questions.

RE:

Hello there. I'm sorry for the inconvenience. Our logistics is handled by Amazon. For related logistics issues such as cancel delivery or without package to return the goods, please consult Amazon customer service. And we notice that another table was labeled exchange. So we do not have authority to change its status. We sincerely wish you have a nice day.

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46.

Hello, We've been contacted by a customer regarding the order identified below. -------------------- Order#: 112-8691641-6800233 Item: JOISCOPE Home Office Computer Desk,Small Study Writing Desk with Wooden Storage Shelf,2-Tier Industrial Morden Laptop Table with Splice Board,47 inche Reason: Where's My Stuff ? Details: The item has not arrived as scheduled. Customer wants to have a refund for the shipping charge. Please send a status update to the customer. ------------------- To respond to this customer, please reply to this e-mail or visit your seller account at the following link: https://sellercentral.amazon.com/gp/communication-manager/inbox.html Sincerely, Customer Service Department Amazon.com <http://www.amazon.com>

RE:

Hi Thank you for your message. You parcel will be delivered within Nov 17th, please wait patiently, thank you so much for your understanding.

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47.

Hello JOISCOPE, I have seen that my order for this work desk has been shipped on Friday, Novemeber 13th. The current delivery window is anywhere between December 7th-December 29th, so can an more specific estimate as to when the desk will be deliveree be communicated?? Thank you!

RE:

Dear Customer Thank you for your message. In fact, your parcel will be delivered in about three days instead of December. Have a nice day.

48.

Hello, I received the desk a couple days ago. The box was open and all the screws were all over the box. I decided to assemble the desk anyway, but discovered piece "C" was damaged. The insert for the screw just slipped out of the hole. It hit my face while I was putting the desk together. I would like to receive a new piece as a replacement as I do not want to return the whole thing. I am very upset with the whole experience. Thank you. Min Li

RE:

We are so sorry about that. Could you provide the pics of the damaged part and other related pics? Once we receive your pic we will arrange delivery for you. So could you send us your name, contact address and phone number for delivery? Thank you so much and Apologize again.

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49.

Hello. I have purchased this last night and it says it will be delivered by December. However, looking at it today, if I purchased it today, I would receive it on Tuesday. Is there any way for me to receive the item earlier without canceling it?

RE:

hi, your parcel will be delivered within limited lime which is before 17th Nov, and you will receive it in three days instead of December. Please do not worry about it. Thank you very much.

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50.

Hello, I bought this product but I would like to replace It by the same item with 55 inch. Can I buy the item with 55 inch and return the 40 inch in the box of the new one? Thanks

RE:

hi thank you for your message, Normally customer should put the product into the original package box as if its condition is ok, we will sale it later. If you change the package, the staff might confuse. Sorry about that.

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51.

I was under the impression that this item is prime eligible. However, if I cannot receive this item quickly, I would like to cancel. If it will be shipped soon, I can keep the order

RE:

Hi we will send the parcel within limited time which is before Nov 17th, and you will receive the parcel in three days. Please do not worry about that. Thank you very much and have a nice day!

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52.

Cancel order too long to take to ship, ordered same thing from you but sooner shipping

RE:

Hi Your order was already sent out before you send us this message. So we cannot decline the order right now. You will receive the parcel within three days. When you receive the parcel, if you have any problem just feel free to contact us. Thank you very much!

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53.

I received this shipment Wednesday, November 11. One piece is missing; they sent two "F" brackets in stead of one "F" and one "G". So the "G" bracket is missing. I do not want to re-pack and ship back the entire product. Can you please help facilitate shipping to me the missing "G" bracket? Thank you!

I will wait for a few days to see if my inquiry / request for a "missing piece" is handled. Otherwise I will need to package up this entire shipment and send it back...which I DO NOT WANT TO DO. I like the furniture, I'm just missing a piece. I will need an invoice please, thank you.

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

Once we receive your pictures, we will process for you. We can send a new product to you and you can keep the previous product. Would you please also send your name, address and contact phone number to us so we can arrange delivery for you? Thank you so much and have a nice day.

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54.

I received this product the other day, and just took it out the box today. Upon taking it out of the box i noticed a huge scratch on the surface of the desk (specifically the wooden part) The legs that came with the table is also extremely flimsy. Overall slightly dissatisfied with the product

RE:

Dear Customer, Sorry for the inconvenience. We can send you a new product for free. If you like this solution, please let me know and reply us with your name, contact address,postal code and phone number for delivery. We look forward to hearing from you soon. Have a nice day!

55.

This is a duplicate order. Please cancel it. The other desk should arrive today

RE:

hi the parcel already been shipped on 8th so we cannot cancel it, if you do not need the product please just return it when you receive it. Thank you very much.

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56.

Hi, i ordered this table months ago and the drawers are ripping at the bottom because the edges of the drawer holder are sharp. Is there anyway I can get replacements for these?

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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57.

Hello, We've been contacted by a customer regarding the order identified below. -------------------- Order#: 112-9578902-2354649 Item: Reason: Cancel Order Details: The order has not yet shipped and the customer has asked to cancel the order. Please contact the customer. ------------------- To respond to this customer, please reply to this e-mail or visit your seller account at the following link: https://sellercentral.amazon.com/gp/communication-manager/inbox.html Sincerely, Customer Service Department Amazon.com

RE:

hi your parcel already shipping within limited time which is Fri, Nov 6, 2020, Tracking ID398658616406 in FedEx, please wait patiently, thank you.

58.

I'm missing a piece. I received two D pieces and no C piece. Which means I only have one shelf. I can send pictures if needed. Any chance you can send me a C piece so I can complete my desk?

RE:

hi thank you for contacting us. Would you please send the pics to us ASAP and we will solve the problem for you. Looking forward your reply.

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59.

Did you ship my desk?

RE:

hi, the system shows that waiting for the payment. We will send the product within the limited time. Thank you.

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60.

I have not opened this package a situation has occurred where I no longer have use for this product. Everything is intact as I have not opened at all. Please advise.

RE:

Dear customers, you can click or contact Amazon customer service to return and get refund. If you have any questions or suggestions, please contact us. We will try our best to solve it for you. Have a nice day.

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61.

I barely have 4 months with this item and the doors are not working properly plus the wires that it has are bending!

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

62.

Can the damaged item be replaced and sent again?

RE:

Sure. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible.

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63.

please cancel delivery will take a long time

RE:

hi, you can take an action before 9th Nov through Amazon which will be more quickly. Amazon customer service will take care of it , once we receive your request, we will approve

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64.

The item I received is not what I ordered. I received a vivosun 3-Tier Foldable Wooden Ladder Shelf Plant. I got a confirmation that the desk was delivered, but it wasn't. I received the ladder instead.

RE:

Hello, sorry for the inconvenience caused to you. Can you take a picture of the label on the box? So we can confirm what goods we have sent you. Thank you very much for your understanding and support. Hope to hear from you.

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65.

I believe we received the wrong desk.

RE:

Hello, sorry for the inconvenience caused to you. Can you take a picture of the label on the box? So we can confirm what goods we have sent you. Thank you very much for your understanding and support. Hope to hear from you.

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66.

We are missing a part to assemble this desk; the crossbar, Part I, was missing from the box. Please send this part to us or we will need to return this desk as defective.

RE：

Hello, we apologize for the inconvenience, Since our accessories are not in stock, we will send you a new product that can provide you with the accessories you need. Please let us know your name, contact address and telephone number for delivery if you are okay with this solution

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67.

I purchased the black and white 12 cube storage and did not receive one of the black cube doors. Can you please send me one?

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods.

68.

I never receive the package i send it back and you never send me the package and no money

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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69.

I purchased a shoe organizer an I would like to purchase some more connectors

RE:

Hello, our accessories are not sold separately, please forgive me for the inconvenience. If you really like our products, you can buy more. Have a good day!

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70.

Hi, I received the order and your product is beautiful, but one thing I wish though if you just have an extra tier added to my order. If I can get that extra top tier, I will give you 5 stars rating. "PROMISE"! Thanks! L

RE:

Hello, do you have any questions？And what can i do for you？

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71.

Is it possible to purchase the screws to one of your desks? I didn’t receive any

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods.

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72.

One of the pieces that came with my desk was defective. Could I possibly get a replacement part?

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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73.

one of the #5 (foot for the desk) doesn't have screws while the rest do

RE:

Hello，please see the picture for solution.

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74.

I ordered a portable closet and it only came with one hanging rod. I can't find where to purchase another hanging rod for it

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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75.

The Package arrived and it was pretty beaten up. In the attached photos you can see that there are numerous areas where the packaged was damaged all the way into the product inside, which ended up damaged too. You can see in the photo, where the packaging was broken, also led to the table being damaged in the same place. Therefore, the product is damaged.

RE:

Dear Customer, Sorry for the inconvenience. Since your product is likely to be damaged by Amazon logistics, I suggest that you first go to Amazon customer service to solve it. If Amazon customer service cannot satisfy you, please consult us. Thank you for your understanding and support. Have a good day! Sincerely, JOISCOP

76.

Hi! We love the desk that we ordered for our daughter. It was certainly worth the wait! We built it this weekend and noticed that the corner of the top piece is significantly damaged. Before reaching out to Amazon to assist, I figured that I would contact you directly to order a replacement top (the larger black piece). The rest of the desk is perfect! Thank you so much for your help. Lisa

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

77.

I got my order and it was missing some pieces. I was short two doors, two square back pieces, and a hanging rod. How can I get those parts?

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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78.

I am missing 8 C connectors (the round ones) and 7 A2 boards ( 45x35). I ordered the portable wardrobe that has white and black designed doors. Can you please send me the missing parts?

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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79.

Hi I have purchased your 60" computer desk with a drawer and during assembly of the drawer have a problem getting the drawer to slide into place. Would it be possible for you to send some instructions on how to get the drawer into place? Other than that I don't have any problems regarding the product and am content with the purchase. Thank you in advance Frederik Bjerregaard

RE:

Hello, this may help you

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80.

I bought a desk from you they Amazon. Order # 113-7411739-4044253 The desk top arrived all banged up at the top and it is unsightly. I can provide pictures of the damage. Please respond to me and let us solve this by providing me with a rebate/some money back, otherwise I will have to send it back. Please get in touch with me and I will send you pics. I need compensation if you want me to keep the desk. Thanks.

H I received the desk but it is banged up at the corner on the table / desk top. It is ugly and unsightly. I have pictures to prove it. I will send you pics . I am willing to accept some money back to avoid sending it back and will live with it if you can get me a good refund. Please advise.

RE:

Hello, the problem has been solved for you

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81.

Hi, I ordered a JOISCOPE portable wardrobe last month. And I believe it’s missing some pieces that needed to be fit in it’s doors. As now it’s getting quite unstable. Is it possible to get them? I just need two of them. Thanks.

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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82.

Missing pieces is there somewhere i can go to get theses pieces?

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Are you missing parts or damaged parts? Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

83.

I OISCOPE Computer Desk with Shelves,Laptop Table with Wooden Drawer,47 inches(Vintage Oak Finish) be in stock again?

RE:

It will be available in 2-3 weeks

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84.

How can I order extra hooks, I have extra panels and not enough hooks?

RE:

Hello, our accessories are not sold separately. If you really need it, you can buy more of our products. I'm sorry for the inconvenience. If you have any questions, please contact us in time

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85.

I just received my order from Amazon for the JOISCOPE MEGAFUTURE PortableWardrobe for Hanging Clothes, Combination Armoire, Modular Cabinet for Space Saving, Ideal Storage Organizer Cube for Books, Toys, Towels(20-Cube) When I unpacked it 7 of the A1 backs had cracks in the plastic and 7 of the A2 sides and bottom pieces had cracks in the plastic. I can send pictures if needed. I would like to have replacements sent so I can put together my modular cabinets. How can I get replacement parts or do I have to pack it back up and get my money back?

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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86.

I need to find replacements for two white doors, picture attached, that are missing silver door opening rings

RE:

Hello，please see the picture for solution.

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87.

Hello, Can you please confirm that my order has been shipped and if it will be delivered by today?

RE:

Dear friend Thank you for your purchase in JOISCOPE. Incase you don’t know how to install the product, here is the Installation Video Link: https://www.youtube.com/watch?v=62jAA-Lus5k The product is manually counted and packaged. We have already checked the quality strictly. But few products may lack components, which is inevitable. If you lack any instructions or accessories, please contact us first and we will send you the accessories for free. All accessories can be replaced for free within one year. After fine assemble, our wardrobe will help you in storing your stuff and saving space. We do hope you will like it. If you like our product and service, it will be very nice of you to give us a five-star rating. Any questions from you will be answered, please feel free to ask. Thank you very much.   This is an auto-email.Please re-send us when your email is covered by the auto-email.Any inconvenience hope your kindly understanding.     Best regards, JOISCOPE service team

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88.

I ordered your desk and there are no screws in the box, how am i meant to build the desk without any screws

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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89.

Received and set up desk (Style Dnzc-60 ) but shelf b has misaligned holes for screws so the pieces is unable to be screwed in. Thanks in advance for your attention to helping resolve this issue!

RE:

Hello, I'm very sorry, can you provide some photos?

90.

What are the screw sizes ? My sister gave me her desk but could not find the screw pack that comes with it.

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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91.

Why wont my prepaid greendot card be accepted for this purchase?

RE:

Hello there. Sorry for the inconvenience. I'm sorry I don't understand your question very well. What can we do for you?

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92.

Hello, i am assembling my 16 cube cabinet storage/closet. I am missing thr hanger rods. It says i am supposed to have three but they were not in the box. How can i get them? Thanks, Stephanie

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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93.

When I received this order it has all scratches. Need compensation for this

RE:

Hello there. I'm sorry to cause you inconvenience. Can you provide a picture of the package you received? Can you show us the broken parts? Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your picture.

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94.

Is the 60" desk with shelves with the vintage oak finish going to be available again? I had it in my "saved for later" to order today and was waiting on Prime Day to see if maybe it would get discounted, it was saying it would be available in November but now I see it's just unavailable. It's this product: https://www.amazon.com/gp/product/B083Q23PKY/ref=ox\_sc\_saved\_title\_5?smid=A2E2E7OTQ0UTBY&psc=1 I want this color in the 60" and not the black or the 55" smaller desk... Please let me know and thank you!

RE:

Hello, we are restocking, you can buy this table in 2-3 weeks, if you have any questions, please contact us.

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95.

need instruction book for cube organizer I just purchased

RE:

Dear customers, We are very sorry because our problems caused you inconvenience. We will send you the electronic version of the manual, please check the attachment. If you have any questions or suggestions, please contact us. We will try our best to solve it for you. We sincerely wish you a happy life.

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96.

Hi I just ordered the following product in white and am short a door and a couple of the connectors. How do I go about getting those? JOISCOPE Portable Shoe Storage Organzier Tower, Modular Cabinet for Space Saving, Ideal Shoe Rack for Shoes, Boots, Slippers (Black,3x7-tier) Thank you. Jamie Montisano

RE:

Hello there. Sorry for the inconvenience. I'm sorry I don't understand your question very well. What can we do for you?

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97.

I returned the product and had the replacement returned and I'm still waiting on my refund

RE:

Hello, we did not see your order in the background, can you provide your order number? Or you can contact us with the account you bought the goods

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98.

When we received this item there was a side panel missing. Is there any way you could ship the side panel so that we are able to complete the assembly?

RE:

Dear customers, We are very sorry because our mistakes caused you inconvenience. We will solve the problem for you as soon as possible. Could you reply us with the letter A/B/C/ ...(according to the user manual) to show us which part and the quantity you need.This will allow us to solve your problem faster. If the product you received is damaged, please also provide us with relevant photos. We would appreciate it. If you have any questions or suggestions, please contact us. We will solve it for you as soon as possible. For the inconvenience caused. Hope to get your understanding. We wish you a happy life. Hope to get your reply later.

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99.

I bought two of your shoe organizer shelve units model zr-sr. I am missing parts and there is no contact info for you. I am missing 5 white door flaps and 3 smaller side black wall sides.

RE:

Dear Customer, Sorry for the inconvenience. Unfortunately we don't have spare parts in stock right now. However, we can send you a new product for free. It has enough parts for your need. You can use it as supplements. If you like this solution, please let me know and reply us with your name,address,postal code and phone number. We look forward to hearing from you soon. Have a nice day!

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100.

I purchased this item off Amazon Prime. Its missing the set A and Set C of the screws. Package has crack / damage in corner or wood coverable if I can get a 3rd corner cover

RE:

Hello there. I'm sorry to cause you inconvenience. To better know the condition, please provide a picture of the package you received and show us the broken parts. Your actions can help us improve our products better. Thank you very much for your understanding and support. Hope to receive your pictures. Have a nice day! HOMEYFINE

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