

From: [eBay - daoya84](#)
To: phold29@talktalk.net
Subject: Re: premholdaway sent a message about NanoVNA Vector Network Analyzer HF VHF UHF Antenna 2.8" TFT Screen 50KHz-900MHz #333406269460
Date: 19 June 2020 04:47:46

"OK .we will check again in our side .we will...



New message from: [daoya84](#)  (929 )

"OK .we will check again in our side .we will keep you posted once we have good news . Best regards"

[Reply](#)

Your previous message

I'm sorry, but I have not yet received the replacement Nano VNA.

I think I have left this long enough in view of the covert 19. It is making it very hard for me not to give you a very bad report. From my previous messages you will know that the item is unusable and appears to have been damaged at the packing stage, your end.

I think I now have to notify eBay.

Regards,

daoya84:

"OK
we will resend new package out as fast as we can
Hoep you can get the item soon and like it .
Best regards ""
"

Your previous message

Yes please. The same address.

Regards

daoya84:

resend to the same address . right ?

Your previous message

Yes. Please send me a replacement analyser. I only need the analyser not the other components.

If you can send me a returns label, I can send you the analyser back if you require it.

I'm sorry this has been a problem for both of us.

Best regards,
Prem

daoya84:

""

We will try to resend it out if you like . Usually, it takes about 5-10 days to transport.
If you do not want to wait .we can refund to you .
so may i know your ideas ?

"

Your previous message

I do not want a refund. I would much rather have a usable unit.

The control that is broken on this unit means that you cannot access the menus to calibrate or access the options. This also means you cannot control the pointers.

All the cables and test components are all in perfect condition in the box. It is just the analyser that has been damaged by who ever packed the analyser in its box. They should have put the switch side in first and then lowered the opposite side instead of doing it the other way round.

I just require the analyser itself. Nothing else.

daoya84:

""So sorry for the problem

As a responsible seller,we're glad to offer FULL refund for the issue and still leave you good feedback.

and you still can keep the item

Do you kindly agree we end friendly without any hurt of neutral/bad feedback or low scores?

Highly appreciate for it.Thanks a lot.

Waiting for your reply again .

Have a nice day""""""""

""

""

"

Your previous message

I am sorry, without that control working the analyser is useless. No amount of refund is any good to me. I require the unit to be replaced. I need a working analyser.

daoya84:

" How about offer you partial refund 50% as compensation and you keep the item?

Could you please tell me if it is ok for you?

Anything I can help, please feel free to contact me.

Thank you for shopping and have a great day."

Your previous message

hi,

I'm sorry, but without that rotary control the unit is unusable. I'm afraid the unit has to be replaced. Without the proper functioning control the unit cannot be celebrated.

Best regards,

daoya84:

""Deeply sorry for that, we will reflect this issue to our supplier

May I know whether it affects our using very much?

If not, how about we give you a partial refund for that ?

This will save a time and shipping.

Best regards ""

Your previous message

Here are the photo's

Best regards,

daoya84:

"Hello dear,

Oh, I am so sorry to hear that.

We did test it very carefully before we shipped it out and it is perfect. I am very confused about that.

I think it may be a bit damaged during the shipping.

If you are available, could you please send a picture to me for reference? you can send it in here via ebay message

I want to check and hope you can understanding the reason why we want you send the picture of it as we just want to check and how to improve the package to avoid the problem again in future .

Please don't worry ,as a reliable seller, I will try my best to help you solve the problem.

Looking forward to your reply.

Kind regards"

Your previous message

hi,

I think you have misread my email. I have received your parcel. The problem was that the item had been damaged in its packaging. It looks like the variable resistor that adjusts the pointer had been put into the case last. Consequently the resistor has been smashed and therefore is unusable. I suspect if the variable resistor side have been put in first and then the opposite side pushed down into the tight fitting box the variable resistor wouldn't have got broken.

I could have sent you picture I will have done. This would have shown the damage.

Please reread my first email along with this one.

Best regards

daoya84:

""""""""Dear customer

I am so sorry to hear you still have not received it. We did send the item to you right after your payment. Please do not worry. We will try our best to check it for you with the service point. Could you please check if the name and delivering address is correct and detailed on your ebay account?

Please don't worry, if it is lost, i totally can resend you a new one .
Looking forward to your reply.

Regards""""""""""

Your previous message

I received my parcel today at 11:30 AM this morning. On opening the parcel the variable resistor has been damaged and is unusable. It looks like it has been damaged while being packed into its rather tight box. I therefore need to return it for replacement and need to know your replacement procedure.

Looking forward to hearing from you.

Regards,

Prem Holdaway.

**NanoVNA Vector Network Analyzer HF VHF UHF
Antenna 2.8" TFT Screen 50KHz-900MHz**





Order status: Paid

Paid £31.99 on 27 Mar, 2020 12:06 GMT
Order number: 03-04731-84608

[View order details](#)

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Email reference ID: [#a11-hmayesrir0#]_ [#4243b3be47fb4aadab82ed9ea71c3cd7#]

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