

From: shop@allassiasattic.co.uk 
Subject: Fwd: Shopify Support Chat
Date: 25 June 2021 at 12:35
To:
Cc: SHOP-AllissiasAttic shop@allassiasattic.co.uk



Best regards,

Allissias Attic



www.allassiasattic.co.uk
www.allassiasatticdesign.com.au

Begin forwarded message:

From: shop@allassiasattic.co.uk
Subject: Re: Shopify Support Chat
Date: 24 June 2021 at 19:46:31 BST
To: support@shopify.com
Cc: SHOP-AllissiasAttic <shop@allassiasattic.co.uk>

Stuart.

Im really disappointed I have not heard from you or anyone at Shopify. We have had our store in AUS with shopify right from the beginning - we have grown with Shopify and now you are penalising us for being there from the beginning and helping shopify grow.

We were not properly notified of such a significant change of the merchant fees - this should have been brought to our attention with a very specific email CLEARLY notifying such a major change.

Our business works on backorders - some customers can wait 3-12 months for goods and WE CANNOT sustain such a huge FEE if they decide to wait no longer or the stock doesn't show up with our suppliers. We need payment to order from our supplier - WE CANNOT PAY A FEE IF WE NEED TO REFUND THE CUSTOMERS IN FULL. The 7 day capture time needs to be extended for us to 4-8 months. AT LEAST. And a significant reduction or abolition in the final fee for cancellations. We cannot be expected to sustain this with the higher value items & backorders the way they work - especially now with the worldwide shipping issues AND because SUPPLIERS LET US DOWN**

- ORDERS PLACED BEFORE 1 MAY - REFUNDED AFTER 1 MAY - THESE SHOULD NOT HAVE A FEE PENALTY
- *ANY ORDER PROCESSED BEFORE 1 MAY 2021 - SHOULD NOT HAVE FEES WITHHELD FROM ALLISSIAS ATTIC
- ORDERS WAITING THAT MAY BE CANCELLED IN THE SYSTEM NOW FOR UK TOTAL 85 ORDERS. MANY OF THESE WILL INCUR £50-80 EACH ORDER.
- WE CANNOT PAY THESE FEES IF WE ARE REFUNDING CUSTOMERS IN FULL

FEES PAID TO SHOPIFY SO FAR since this new change. ** 1 MAY TO 23 JUNE**

UK - allassiasattic@myshopify

WE HAVE CURRENTLY 79 ORDERS - BACKORDERS WAITING FOR STOCK FROM SUPPLIERS - WE CANNOT AFFORD TO REFUND CUSTOMERS WHO DECIDE NOT TO WAIT AND LOSE MONEY!!!! THEY MAY WAIT 4-12 MONTHS FOR SOMETHING TO COME BACK IN.

MAY 2021 £1357.05 (processed orders) PLUS. **FEES THAT SHOULD BE REFUNDED **£324.81****.
CUSTOMERS CANCELLED OR GOODS NOT AVAILABLE**

JUNE 2021 £838.27 (processed orders) PLUS. **FEES THAT SHOULD BE REFUNDED **£386.88****.
CUSTOMERS CANCELLED OR GOODS NOT AVAILABLE**

HISTORICAL ORDERS - SHOULD NOT HAVE FEE DEDUCTED **£99.96***.

SO FAR TOTTALLING £811.65 *FOR NOTHING*****

