

PayPal Non-receipt - Claim - #PP-004-937-637-368 - MAIL FRAUD

Claimants: Sarah Katz and David M. Katz
12 Edwin Lane
Monsey
New York 10952-3101
USA
d6katz@verizon.net
8453566975

1. PROOF THAT THE CLAIM IS FRAUDULENT

- The disputed order was placed on July 1, 2016. [*exhibit 1, showing shipping address*]
- The customer was familiar with (1) the product ordered in the claim, (2) our shipping transit time for the product and (3) the usage instructions for the product because the customer ordered the identical product before on June 6, 2016, [*exhibit 2, showing billing address, email and phone number*].
[*Exhibit 3 shows the customer's IP address 108.29.50.67 on their first order.*]
[*Exhibit 4 shows the customer's IP address 108.29.50.67 on their second order, the IP addresses are identical*].
[*Exhibit 5 shows that the IP address resolves to a physical address in Monsey, NYC, the same town as the customer's delivery address*].
- We emailed the buyer on July 4 that we shipped the item, untracked. [See first line on *exhibit 4* and the text of the email in *exhibit 6*]. Note that the email mentions shipping from Europe, and the destination address is in the US. *Exhibit 8* is the sent mail log from our online store and support ticketing system, excluding the personal email correspondence, which is in exhibit
- The buyer filed a non-receipt claim on July 5 [*exhibit 7*].
- **Approximately 24 hours passed between our shipping email and the "non-receipt" claim.**
- **Approximately 2 working days passed between the order and the "non-receipt" claim.**
- **The above two facts make it 100% impossible that the claim was made in good faith.**

2. COMMUNICATIONS WITH THE CUSTOMER SHOW A MOTIVE FOR FRAUD

The customer filed three support tickets in total, [*exhibit 9*]. The customer clearly has difficulties communicating in English and apparently has French as a native language. Tickets were filed under the wrong topic, such as "Derminator technical assistance" where the question was about a different product.

On **June 6**, the customer wrote: "can't order problem paypal"
We assisted. [*Exhibit 10*]

On **June 20**, the customer wrote: "don't wash feet or hands that days,how many hours? how about late afternoon". We explained that the details were in the instructions. the customer replied: "that means 3 days not washing feet, please we paid alot lets be sure". **At this stage, the customer became rude, implying that our instructions were in error, that he "paid a lot" (USD 19) and kept implying that our instructions were wrong.** We explained that indeed no chemicals should be used, also not soap, for three days as explained in the instructions. We offered the customer a refund if he sent the merchandise back, which he ignored. [*exhibit 11*].

Then on **June 21**, the customer wrote: "PAGE 10 is a method #3? what means pouring into toes of shoes when wearing a plastic bag on socks? do u hhave to discard shoes or socks?" [*exhibit 12*]

We replied: "We do not give further advice than what's in our clear instructions. When something is not in our instructions, it is not relevant. I.e., you can either discard or not discard the socks. About the shoes we already wrote in the instructions. " [*exhibit 12*] We also said that our site warns that unless you understand our instructions, do not buy the product. **We then blocked this customer's IP address from further use of our helpdesk, since our clearly indicated policy is that tickets asking for medical advice will be deleted.** [*Exhibit 13*] We decided to ban this customer instead of keep communicating with him because when we answered his question, he disbelieved us. Then there is no point of continuing with such a customer, who violates our rule "not asking for medical advice".

NEW ORDER PLACED AND IMMEDIATELY CLAIMED AS "NOT RECEIVED" IN SPITE OF OUR EMAIL CONVERSATION, WARNING NOT TO FILE A FRAUDULENT CLAIM

In spite of our support ticket ban a full week prior, the customer made another order on **July 1**. [exhibit 1]. Further communications then occurred via email, because we had banned the customer from our support ticketing system for rudeness, not understanding English, repeatedly doubting our usage instructions and asking for medical advice against our T&C.

*** EMAIL CORRESPONDENCE ***

On **July 5**, less than 24 hours after we emailed the customer that we had shipped his order untracked [exhibits 4, 6, 8], he emailed us: "As we have incomplete instructions with no support help cancell our order". [exhibit 14]. Mr. Katz in his email included a screenshot of our helpdesk informing him that his IP address was banned. Mr. Katz at that time knew that his shipment had been shipped already, and he knew from his earlier order that we would have no means of proving shipment, or tracking, or delivery. Mr. Katz never promised to return our merchandise. Mr. Katz waited 4 days before filing his claim, he waited until we informed him it was shipped.

We replied to Mr. Katz on July 5 that if he would file a fraudulent dispute, we would publicly blacklist him. [Exhibit 17].

Mr. Katz responded with: "YOUR NOT REPLYING TO EMAILS".

We responded: "We do not give medical advice. If you do not understand our products, do not buy them." [Exhibit 18]

Mr. Katz then gave his final reply: "as your instruction is very unclear so we had to imagine what we think it means,we used 2 packets already we though that there is a change in the toe nail but we didn't want to use the 3 packet, we ordered another set, but as days goes we don't see any changes and no help (answered) just banning our email we decided not to waste our money on guessing games there is other companies with top reviews and treat customers as supposed to , so will get from them there product" [exhibit 19]

Mr. Katz or his wife Sarah Katz then filed the "non receipt" claim with PayPal, and as we proved in this document, it is a case of buyer's remorse, followed by a deliberately fraudulent claim.

The customer provenly filed a "non receipt" in retaliation for not being given extensive hand-holding for the product, required by him due to his poor command of the English language. This is a clear case where the customer (and PayPal) knows full well that his order can't possibly have arrived but will arrive (also based on prior experience with ordering the same product from us), and the customer made the concious decision to punish us for not translating English usage instructions into French, whcih we can and will not do. We do not provide personal assistance for the product ordered to non-native speakers of English due to legal liability issues, and we are very clear about that, both at the ordering stage, in our product description [exhibit 16], in our Terms and Conditions and [exhibit 15] in our support ticket system [exhibit 13].

5. SUPPORTING EVIDENCE

Exhibit 1

Order Info - Google Chrome
shop.owndoc.com/system/admin/orders_info.php?asc_action=SetCurrentOrder&order_id=8122

Order Number: 81227

Key Order Details [Page Help](#) [Update](#) [Edit](#) [Close](#)

Order ID	81227
Invoice	HTML Invoice/PDF Invoice
Packing Slip	Packing Slip
Payment Processor Order ID	
Order Date	Jul 01, 2016
Order Amount	\$ 19.00
Order Status	Shipped
Payment Status	Fully Paid
Payment Method	
Shipping Method	International priority airmail (tracked or guaranteed delivery) (\$ 0.00)
Tracking Number	
Affiliate ID	No Affiliate ID associated with the order.

Applied Gift Certificate(s) [+ Show/Hide](#)

Product(s) Ordered [- Show/Hide](#)

Product ID	Product SKU	Product Name	Quantity	Price	Amount
171		Pythium oligandrum skin/nail fungus treatment (3 x 2 g)	1	\$ 19.00	\$ 19.00

Subtotal: **\$ 19.00**

Shipping and Handling (International priority airmail (tracked or guaranteed delivery)): **\$ 0.00**

Total: \$ 19.00

Billing Information [+ Show/Hide](#)

Shipping Information [Remove from Blacklist](#) [- Show/Hide](#)

First Name	David
Last Name	Katz
Address Line 1	12 Edwin Ln
Address Line 2	
City	Monsey
State	New York
ZIP Code	10952
Country	United States
Custom Shipping Address	DAVID KATZ 12 EDWIN LN MONSEY NEW YORK 10952 UNITED STATES

[Print](#)

Exhibit 2

Order Info - Google Chrome
shop.owndoc.com/system/admin/orders_info.php?asc_action=SetCurrentOrder&order_id=80342

Order Number: 80342

Key Order Details [Page Help](#) [Update](#) [Edit](#) [Close](#)

Order ID	80342
Invoice	HTML Invoice/PDF Invoice
Packing Slip	Packing Slip
Payment Processor Order ID	
Order Date	Jun 06, 2016
Order Amount	\$ 19.00
Order Status	Shipped
Payment Status	Fully Paid
Payment Method	
Shipping Method	International priority airmail (tracked or guaranteed delivery) (\$ 0.00)
Tracking Number	
Affiliate ID	No Affiliate ID associated with the order.

Applied Gift Certificate(s) [+ Show/Hide](#)

Product(s) Ordered [- Show/Hide](#)

Product ID	Product SKU	Product Name	Quantity	Price	Amount
171		Pythium oligandrum skin/nail fungus treatment (3 x 2 g)	1	\$ 19.00	\$ 19.00

Subtotal: **\$ 19.00**
Shipping and Handling (International priority airmail (tracked or guaranteed delivery)): **\$ 0.00**
Total: \$ 19.00

Billing Information [- Show/Hide](#)

First Name	David
Last Name	Katz
E-mail	d6katz@verizon.net
Address Line 1	12 Edwin Ln
Address Line 2	
City	Monsey
State	New York
ZIP Code	10952
Country	United States
Contact Phone	8453566975

Shipping Information [Remove from Blacklist](#) [- Show/Hide](#)

Exhibit 3

Order Info - Google Chrome
shop.owndoc.com/system/admin/orders_info.php?asc_action=SetCurrentOrder&order_id=80342

ZIP Code	10952
Country	United States
Contact Phone	8453566975

Shipping Information [Remove from Blacklist](#) [Show/Hide](#)

First Name	David
Last Name	Katz
Address Line 1	12 Edwin Ln
Address Line 2	
City	Monsey
State	New York
ZIP Code	10952
Country	United States
Custom Shipping Address	DAVID KATZ 12 EDWIN LN MONSEY NEW YORK 10952 UNITED STATES Print

Comments [Show/Hide](#)

Add Comment [?](#)
(invisible to Customer)

Email customer

Order Logs [Show/Hide](#)

Jun 08, 2016 02:55 AM	Order Status changed from 'New Order' to 'Shipped'.
Jun 07, 2016 06:07 AM	Order Status changed from 'Notified' to 'New Order'. Order Payment Status changed from 'Waiting' to 'Fully Paid'.
Jun 06, 2016 07:30 AM	Order Status changed from 'Cancelled' to 'Notified'.
Jun 06, 2016 07:15 AM	Order Status changed from 'New Order' to 'Cancelled'.
Jun 06, 2016 07:15 AM	The IP address used to place this order: 108.29.50.67 Browser: Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2490.71 Safari/537.36

[Update](#) [Edit](#) [Close](#)

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Exhibit 4

Order Info - Google Chrome

shop.owndoc.com/system/admin/orders_info.php?asc_action=SetCurrentOrder&order_id=81227

ZIP Code	10952
Country	United States
Custom Shipping Address	DAVID KATZ 12 EDWIN LN MONSEY NEW YORK 10952 UNITED STATES <input type="button" value="Print"/>

Comments Show/Hide

Add Comment (invisible to Customer) ?

Email customer

Order Logs Show/Hide

Jul 04, 2016 03:01 AM	Order Status changed from 'New Order' to 'Shipped'.
Jul 02, 2016 09:58 AM	Order Status changed from 'Notified' to 'New Order'. Order Payment Status changed from 'Waiting' to 'Fully Paid'.
Jul 01, 2016 06:50 PM	Order Status changed from 'Cancelled' to 'Notified'.
Jul 01, 2016 06:35 PM	Order Status changed from 'New Order' to 'Cancelled'.
Jul 01, 2016 06:34 PM	The IP address used to place this order: 108.29.50.67 Browser: Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.106 Safari/537.36

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Exhibit 5



infoSNIPER offers free as well as commercial web API geolocation services. For a free demo simply fill in the IP address or domain name in the form below in order to get detailed geolocation information on your entry. Check out our other services as well. Thank you for visiting us.

HOME SUBSCRIBE / PURCHASE CREDITS WORLD MAP URL PARAMETER GADGETS LIVEVISITS SCRIPTS

Check 108.29.50.67 Google Maps™ Windows Live Maps™ Yahoo Maps™ Two Maps Overview Map



IP Address	108.29.50.67	City	Monsey	Country Flag		DMA Code	501
Provider	Verizon Fios	State (Code)	New York (NY)	Latitude	41.1181	Area Code	845
Hostname	pool-108-29-50-67.nycmny.fios.verizon.net	Country	United States	Longitude	-74.0833	Postal Code	10952
Timezone	America/New_York	Continent	America	TLD	US	GMT Offset	-4

Exhibit 6

Shipping confirmation for David Katz.

Your order nr. 81227 has been shipped from our European dispatch center(s) by priority airmail.

It is important to read this entire email. It contains important details about your order. Nearly all questions you may now or later have about your shipment are answered below.

Thank you for ordering from us!

Martina Kopecka, team leader
Vaughter Wellness dispatching
Contact us via <http://owndoc.com/support>

*** TRACKING OF YOUR ORDER ***

The availability of tracking depends on destination country, address type, product type and order value. The tracking number(s) will in some cases be emailed to you a few days after shipping and sometimes we already know at least one tracking number. If that is the case, it will appear between these two lines:

Of course we guarantee the delivery of untracked orders. Orders are often split into partly tracked and partly untracked parts, and it is common to have two tracking numbers and even more than two deliveries so please do not think something is missing but please contact us first.

We use international registered mail for our tracked shipments and there are unfortunately three countries that refuse to scan intl. registered mail: The UK, the Netherlands and Australia. You can read their statements concerning that issue in the Shipping section of our webstore.

Tracked shipments can be tracked here:

<http://globaltracktrace.ptc.post/gtt.web/>

https://tools.usps.com/go/TrackConfirmAction_input

<http://www.track-trace.com/post>

Choose "track with options". You can also select your country there and there will be tracking available, usually only when the package has received its import scan. You can also track the shipment (Intl. registered mail) directly from your country's postal system (such as USPS), after their import scan. USPS offers email updates. Be advised that USPS can cause extreme transit delays (especially in the first three months of the year) while falsely claiming "Origin post is preparing shipment".

----> ANYTHING MISSING? <----

OwnDoc rollers are sent in light, unmarked white tubes that don't rattle, when shaken. Open them and you will find your rollers - do not discard them!

*** SOME ORDERS ARE SENT IN MULTIPLE SHIPMENTS FROM DIFFERENT LOCATIONS ***

Orders with our C60 product plus something else are split up and sent from different dispatch centers in different European countries. If this is the case, it was mentioned during checkout.

**** TRANSIT TIME ****

The transit time depends on your location. Because we ship everything from Europe, European customers receive their orders faster than overseas customers.

Customers in the US occasionally experience US-domestic transit delays of up to 12 weeks, caused by USPS. The first quarter of 2015 saw most mail from the European subcontinent delayed by up to 3 months by USPS. USPS only does their first tracking scan (if the package has been sent tracked) after a period in their arrival queue, while claiming that the shipment is still being prepared at our end. USPS is deliberately deceptive about this, claiming "We have received notice that the originating post is preparing to dispatch this mail piece" when the shipment has already been sitting in their New York import facility for weeks - unscanned. We absolutely guarantee that it never takes longer than 5 days for our shipments to reach the continental US. Any delay beyond that is a US-domestic delay, regardless of what USPS claims.

When your tracked shipment takes a long time to arrive, please check the tracking status, if it has been sent with tracking. It may be that you have missed the pickup note in your mailbox. We email you the tracking numbers as soon as we have them.

***** CUSTOMS ISSUES *****

European customers will never experience customs delays, customs duty or confiscations, because we ship everything from within the EU. US customers may experience customs delays but never customs duty or confiscations. Canadian and Australian customers may experience lengthy customs delays when their orders contain white powder. There currently are very long transit times (up to two months) inside Australia. UK customers have to count on close to three weeks average transit time. Confiscation of our products nearly never happens and we always refund the customer in that case.

***** INSTRUCTIONS FOR PRODUCTS *****

The latest, full instructions for your ordered products can be downloaded from:
<http://www.owndoc.com/support/>

***** CUSTOMER SERVICE, REFUNDS *****

We are very easy with refunds for every conceivable valid reason. Missing, greatly delayed, damaged or incorrect items will be refunded. We often won't require sending back anything, and if we do, WE will pay for that! Please contact our customer service at <http://www.owndoc.com/support> .

Refunds or replacements can not be issued for the following reasons:

- Ordering mistakes
- Change of mind about the purchase
- Not having read the usage instructions
- Failure to pick up a trackable delivery
- Customer moved to a different address after ordering
- Lengthy USPS delay with false tracking status in the months January to March
- Specified address incomplete, faulty or not suitable for delivery

Exhibit 7

Non-receipt - Claim - #PP-004-937-637-368



Disputed Amount: \$19.00 USD

Status

After careful review of the new information you provided, your appeal has been granted.

What happens next

Please contact the buyer to have the refund issued from your account returned to you.

Supporting documents

Files (1)

Files uploaded

Filed	Type of Evidence	File Title
Jul 8, 2016	Additional Evidence	Katz-fraud.pdf

Faxes (0)

You haven't submitted any faxes.

Notes to PayPal (0)

You haven't submitted any notes to PayPal.

[View dispute comments](#)

7/5/2016 18:10 GMT+02:00 - **Buyer:** i did not receive mt item yet.

[View case history](#)

- Jul 13, 2016 - **PayPal:** Email sent to buyer
- Jul 11, 2016 - **PayPal:** Email sent to buyer
- Jul 11, 2016 - **PayPal:** Email sent to seller
- Jul 8, 2016 - **PayPal:** Email sent to seller
- Jul 8, 2016 - **PayPal:** Email sent to buyer
- Jul 5, 2016 - **PayPal:** Email sent to seller
- Jul 5, 2016 - **PayPal:** Email sent to buyer
- Jul 5, 2016 - **Buyer:** Complaint Case filed

Transaction #0LT834865Y7292611

\$19.00 USD
7/2/2016 00:35 GMT+02:00
Sarah Katz
d6katz@verizon.net
Shipping address
Sarah Katz
12 Edwin Ln
Monsey, NY 10952
United States

Fraudulent claim - PDF with details tracking # n/a

Learn more

- [Tips to sell securely](#)
- [Communicating with your buyer](#)
- [Resolving issues](#)
- [How dispute resolution works](#)

Exhibit 8

Sent mail to d6katz@verizon.net (excluding notifications of failed payments) by our online store and support ticketing system. This excludes emails correspondence, for those see exhibits ...

ORDER CONFIRMATION FIRST ORDER

mail() on [/home/owndocco/public_html/shop/system/core/htmlMimeMail.php:686]: To: d6katz@verizon.net --
Headers: MIME-Version: 1.0 From: no_reply@owndoc.com Date: Jun 07, 2016 06:07 Content-Type: text/html;
charset="UTF-8" Content-Transfer-Encoding: quoted-printable Message-ID: <o8cjw4.d5y3zw@>

SHIPPING CONFIRMATION FIRST ORDER

mail() on [/home/owndocco/public_html/shop/system/core/htmlMimeMail.php:686]: To: d6katz@verizon.net --
Headers: MIME-Version: 1.0 From: no_reply@owndoc.com Jun 08, 2016 02:55 Content-Type: text/html;
charset="UTF-8" Content-Transfer-Encoding: quoted-printable Message-ID: <o8cla2.9iwrld@>

SUPPORT ANSWER 1

mail() on [/home/owndocco/public_html/support/inc/email_functions.inc.php:294]: To: d6katz@verizon.net --
Headers: From: =?UTF-8?B?T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Reply-To: =?UTF-8?B?
T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Return-Path: support@owndoc.com Date: Mon, 06 Jun 2016
13:27:29 -0400 Content-Type: text/plain; charset=UTF-8

SUPPORT ANSWER 2

mail() on [/home/owndocco/public_html/support/inc/email_functions.inc.php:294]: To: d6katz@verizon.net --
Headers: From: =?UTF-8?B?T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Reply-To: =?UTF-8?B?
T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Return-Path: support@owndoc.com Date: Mon, 20 Jun 2016
14:01:02 -0400 Content-Type: text/plain; charset=UTF-8

SUPPORT ANSWER 3

mail() on [/home/owndocco/public_html/support/inc/email_functions.inc.php:294]: To: d6katz@verizon.net --
Headers: From: =?UTF-8?B?T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Reply-To: =?UTF-8?B?
T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Return-Path: support@owndoc.com Date: Tue, 21 Jun 2016
04:58:41 -0400 Content-Type: text/plain; charset=UTF-8

SUPPORT ANSWER 4

mail() on [/home/owndocco/public_html/support/inc/email_functions.inc.php:294]: To: d6katz@verizon.net --
Headers: From: =?UTF-8?B?T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Reply-To: =?UTF-8?B?
T3duRG9jIHN1cHBvcnQ=?= <no_reply@owndoc.com> Return-Path: support@owndoc.com Date: Tue, 21 Jun 2016
05:02:07 -0400 Content-Type: text/plain; charset=UTF-8

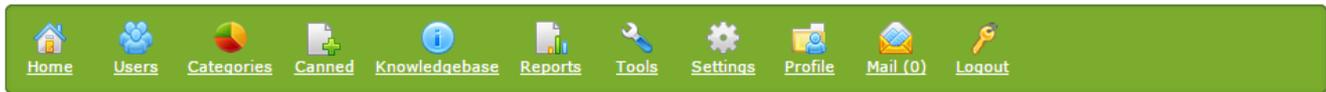
ORDER CONFIRMATION SECOND ORDER

mail() on [/home/owndocco/public_html/shop/system/core/htmlMimeMail.php:686]: To: d6katz@verizon.net --
Headers: MIME-Version: 1.0 From: no_reply@owndoc.com Date: Jul 02, 2016 09:58 Content-Type: text/html;
charset="UTF-8" Content-Transfer-Encoding: quoted-printable Message-ID: <o9nrfe.crz4zo@>

SHIPPING CONFIRMATION SECOND ORDER

mail() on [/home/owndocco/public_html/shop/system/core/htmlMimeMail.php:686]: To: d6katz@verizon.net --
Headers: MIME-Version: 1.0 From: no_reply@owndoc.com Date: Jul 04, 2016 03:01 Content-Type: text/html;
charset="UTF-8" Content-Transfer-Encoding: quoted-printable Message-ID: <o9nrff.2xd41s@>

Exhibit 9



Search results

Number of tickets: 3 | Number of pages: 1

<input type="checkbox"/>	Tracking ID	Submitted	Category	Email	Subject	Status	Owner	
<input type="checkbox"/>	HXW-8UE-ZUYY	06 Jun 16	None of the above	View	* order	Resolved	Martina	
<input type="checkbox"/>	VJD-6MJ-V9WA	20 Jun 16	Derminator technical assistance	View	* how	Resolved	Frank	
<input type="checkbox"/>	HAP-XB3-P11Y	21 Jun 16	None of the above	View	* DON'T UNDERSTANDD	Resolved	Martina	

- Tagged Ticket
- * Assigned to me
- * Assigned to other staff

Set priority to: Low

» Show tickets

Status:

- New
- Replied
- In Progress
- Waiting reply
- Resolved
- On Hold

| [More options](#)

» Find a ticket

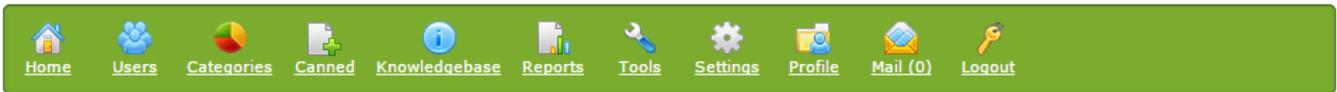
Search for: Search in:

| [More options](#)

If you do not receive an email with a ticket number in a few minutes and it is not in your junk mail folder, please email sarahvaughter@gmail.com.

For medical liability reasons, we delete tickets asking for treatment/product advice, for that we refer to the information on our site.

Exhibit 10



order

Tracking ID: HXW-8UE-ZUYV      

Created on: 2016-06-06 17:04:25

Ticket status: Resolved [\[Open ticket\]](#) Change status to -- Click to Select --

Updated: 2016-06-06 18:27:29

Category: None of the above Move ticket to -- Click to Select --

Replies: 1

Priority: Low Change priority to -- Click to Select --

Last replier: Sarah Vaughter

Owner: **Martina** Assign to -- Click to Select --

Notes: [+ Add note](#)

Date: 2016-06-06 17:04:25      

Name: David Katz

Email:  d6katz@verizon.net

IP:  [108.29.50.67](#)

Message:

can't order problem paypal

[Show suggested articles](#)

Date: 2016-06-06 18:27:29      

Name: Sarah Vaughter

Message:

Hi David,

If PayPal refuses to accept your payment, there is nothing we can do unfortunately, I am sorry. We are unable to offer any other payment method for the foreseeable future.

Best regards,

Sarah

Exhibit 11

Date: 2016-06-20 15:39:33
Name: David Katz
Email:  d6katz@verizon.net
IP:  108.29.50.67



Message:

don't wash feet or hands that days,how many hours? how about late afternoon

[Show suggested articles](#)

Date: 2016-06-20 19:01:02
Name: Sarah Vaughter



Message:

Please follow the instructions, which are very clear.

Best regards,

Sarah

Date: 2016-06-20 23:54:13
Name: David Katz



Message:

that means 3 days not washing feet, please we paid alot lets be sure

Date: 2016-06-21 10:02:07
Name: Sarah Vaughter



Message:

Why, when we write that you can not use soap for three days, do you still insist on asking here? Nowhere did we say you can not wash your hands. We're telling you not to kill the Pythium with chemicals for three days. The instructions are clear.

We added in red text a sentence in our store that customers who do not understand our instructions should NOT buy. You can get a refund when you send the product back unused.

Best regards,

Sarah

Exhibit 12

DON'T UNDERSTANDD

Tracking ID: HAP-XB3-P11Y
Created on: 2016-06-21 08:36:03
Ticket status: **Resolved** [[Open ticket](#)]
Updated: 2016-06-21 09:58:41
Category: None of the above
Replies: 1
Priority: Low
Last replier: Sarah Vaughter
Owner: **Martina**



Change status to -- Click to Select --

Move ticket to -- Click to Select --

Change priority to -- Click to Select --

Assign to -- Click to Select --

Notes: [+ Add note](#)

Date: 2016-06-21 08:36:03
Name: David Katz
Email: d6katz@verizon.net
IP: [108.29.50.67](#)



Message:

PAGE 10 is a method #3?
what means pouring into toes of shoes when wearing a plastic bag on socks?
do u hhave to discard shoes or socks?

[Show suggested articles](#)

Date: 2016-06-21 09:58:41
Name: Sarah Vaughter



Message:

Hi David,

We do not give further advice than what's in our clear instructions. When something is not in our instructions, it is not relevant. I.e., you can either discard or not discard the socks. About the shoes we already wrote in the instructions.

Best regards,

Sarah

Exhibit 13



Vaughter Wellness / OwnDoc.com support

[Vaughter Wellness / OwnDoc.com](#) > Vaughter Wellness / OwnDoc.com support

Search help:



[Submit a ticket](#)

Submit a new issue to a department



[View existing ticket](#)

View tickets you submitted in the past

Knowledgebase

> [View entire Knowledgebase](#)

If you do not receive an email with a ticket number in a few minutes and it is not in your junk mail folder, please email sarahvaughter@gmail.com.

For medical liability reasons, we delete tickets asking for treatment/product advice, for that we refer to the information on our site.

Exhibit 14

From - Tue Jul 05 12:57:29 2016
X-Account-Key: account29
X-UIDL: UID7242-1430567352
X-Mozilla-Status: 0001
X-Mozilla-Status2: 00000000
X-Mozilla-Keys:
Return-path: <d6katz@verizon.net>
Envelope-to: paypal@owndoc.com
Delivery-date: Tue, 05 Jul 2016 06:50:35 -0400
Received: from vms173023pub.verizon.net ([206.46.173.23]:38945)
by host.owndoc.com with esmtps (TLSv1:DHE-RSA-AES128-SHA:128)
(Exim 4.87)
(envelope-from <d6katz@verizon.net>)
id 1bKNw2-0002x6-W1
for paypal@owndoc.com; Tue, 05 Jul 2016 06:50:35 -0400
Received: from vz-proxy-1004.mx.aol.com ([64.236.82.151])
by vms173023.mailsrvcs.net
(Oracle Communications Messaging Server 7.0.5.32.0 64bit (built Jul 16 2014))
with ESMTPA id <009U004TX8R12F40@vms173023.mailsrvcs.net> for
paypal@owndoc.com; Tue, 05 Jul 2016 05:49:50 -0500 (CDT)
X-CMAE-Score: 0
X-CMAE-Analysis: v=2.1 cv=WcJxEBVX c=1 sm=1 tr=0
a=eaPqxu9IKnv3tbb7QsXVMw==:117
a=cAmyUtKerLwA:10 a=Woc6sA63ZGOZ_DiDRMkA:9 a=QEXdDO2ut3YA:10
Received: by 209.85.214.50 with SMTP id lea0534d; Tue, 05 Jul 2016 10:49:50 GMT
Received: by mail-it0-f50.google.com with SMTP id h190so80568917ith.1 for
<paypal@owndoc.com>; Tue, 05 Jul 2016 03:49:49 -0700 (PDT)
X-Gm-Message-State:

ALyK8tKruHnPvcoCL7zM65qug6ZLb1PjVmKssqwHDxAsvFdIjvAlklcfBqkSF+F1xSNEQ4X7Bcoq9aGq3Welh
Q==
X-Received: by 10.36.78.204 with SMTP id r195mr12432472ita.56.1467715789360;
Tue, 05 Jul 2016 03:49:49 -0700 (PDT)
MIME-version: 1.0
Received: by 10.50.47.70 with HTTP; Tue, 5 Jul 2016 03:49:48 -0700 (PDT)
From: David Katz <d6katz@verizon.net>
Date: Tue, 05 Jul 2016 06:49:48 -0400
X-Gmail-Original-Message-ID:
<CAMzDQj2KGx1fbxCVJafc-Q7saUwcbBH7nHwrfk39C3ZMJepq4w@mail.gmail.com>
Message-id: <CAMzDQj2KGx1fbxCVJafc-Q7saUwcbBH7nHwrfk39C3ZMJepq4w@mail.gmail.com>
Subject: cancell
To: paypal@owndoc.com
Content-type: multipart/alternative; boundary=001a1143cf8e4197a20536e13639

--001a1143cf8e4197a20536e13639
Content-Type: text/plain; charset=UTF-8

As we have incomplete instructions with no support help cancell our order

--001a1143cf8e4197a20536e13639
Content-Type: text/html; charset=UTF-8

<div dir="ltr">As we have incomplete instructions with no support help cancell our
order
</div>

--001a1143cf8e4197a20536e13639--

Exhibit 15

Canceling orders and privately blacklisting customers

We reserve the right to cancel an order, refund and in some cases preventing the customer from making further purchases at our sole discretion, not just to protect our business but in many cases also to protect the customer. Reasons for such an action could for example be that we discovered that the customer has a habit of publishing damaging complaints about companies over relative trifles, or without presenting evidence. Other reasons are when the customer uses a SPAM-protection service which demands our manual confirmation of email that our store, support system or staff sends because our automated systems can't manually confirm and hence we would not be able to communicate with our customers. We cancel and blacklist when our store erroneously flagged a payment and failed, and instead of contacting us about it, the customer goes directly to our payment processor, because in such a case we do not know the emotional state of the customer - they can be about to file a chargeback while we already shipped the merchandise in case we identified the mistake already. Another reason for canceling an order would be when the customer's registered address is not complete or is a P.O. box. We blacklist customers when they file any type of payment dispute or defraud us. We may blacklist customers who do not use their full, real name in an order, such as using only the first letter of their first name or surname. We blacklist them when they asked us to refund them for an untracked shipment that they claim did not arrive. In such cases we believe them on their word, to assume it was stolen in the delivery chain, but we will not take the risk incurring a similar loss again. Customers who put a great, unreasonable strain on our support staff or who are disrespectful are also blacklisted. An example of what we consider disrespect is complaining that we gave a "canned response", when that response perfectly and comprehensively addressed the question. Another example of disrespect is to keep demanding medical advice, even after we explained that we can not lawfully do so. Yet another example of disrespect is to email our CEO with mundane support questions, or filing a support ticket with our CEO for such. More examples of disrespect is when a customer demonstrably falsely accuses us of having bad documentation, being dishonest, incompetent, possibly fraudulent etc. We also blacklist troublesome customers who clearly have such bad **English** comprehension skills that they will be unable to understand our documentation. And we blacklist customers who are deliberately argumentative, do not follow or understand instructions and explanations and place a great burden on our support system. Customers who normally live in blacklisted/blocked/unsupported countries and use a third party to order are blacklisted, as well as the third party. We realize that blacklisting a customer who purchased a Derminator® machine means they can not purchase needle cartridges any more for the device, and **our professional pride prevents us to blacklist such customers**, except when they libeled or defrauded us.

Exhibit 16



OwnDoc.com
USD 18 minimum order. Free worldwide shipping to

HOME | MY ACCOUNT | MY CART | DOWNLOAD MANUALS | DERMAROLLER SIZE GUIDE | WHY CHOOSE US?

Home

- Dermaneedling
- Antifungals**
- Anti-aging

Sign In

E-Mail:

Password:

Keep me signed in until I sign out.
[Uncheck on a public computer]

[Forgot your password?](#)

[Register](#)

SIGN IN

Home > Antifungals

Pythium oligandrum skin/nail fungus treatment (3 x 2 g)



Click image to enlarge

Sale price: € 17.20

Quantity:

ADD TO CART

Pythium oligandrum is a harmless fungus that eats harmful fungi, and then dies of starvation when all bad fungi have been eradicated. Pythium oligandrum is a parasite to other fungi such as **Trichophyton**, the dermatophyte fungus that causes various conditions know as Tinea - Athlete's foot, nail fungus, ringworm and jock itch.

Do not purchase when you do not fully understand the usage instructions (read them BEFORE buying!) or are not able to use logic/Google/improvise in case you have doubts about a detail because we do not give further medical advice than our instructions.

Pythium works best against nail fungus and is by far he best nail fungus treatment available. However, if you manage to keep the affected area moist with Pythium solution, it can eradicate any other dermatophyte fungi and many other types of fungal skin infections.

A large percentage of the powder is Silica, hence the "Keep out of reach of children", as swallowing Silica powder is not healthy. The silica is there to keep the spores dry. The concentration is greater than one million spores per gram. The silica sinks to the bottom when you mix the spores with water and stir. The spores remain suspended in the water.

Pythium Oligandrum - TV PRIMA

Exhibit 17

From - Tue Jul 05 13:23:46 2016
X-Mozilla-Status: 0001
X-Mozilla-Status2: 00800000
X-Mozilla-Keys:
Message-ID: <577B98C0.1000509@owndoc.com>
Disposition-Notification-To: Vaughter Wellness payments <paypal@owndoc.com>
Date: Tue, 05 Jul 2016 13:23:44 +0200
From: Vaughter Wellness payments <paypal@owndoc.com>
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; rv:31.0) Gecko/20100101
Thunderbird/31.3.0
MIME-Version: 1.0
To: David Katz <d6katz@verizon.net>
Subject: Re: cancell
X-Priority: 1 (Highest)
References: <CAMzDQj2KGx1fbxCVJafc-Q7saUwcbBH7nHwrfk39C3ZMJepq4w@mail.gmail.com>
In-Reply-To: <CAMzDQj2KGx1fbxCVJafc-Q7saUwcbBH7nHwrfk39C3ZMJepq4w@mail.gmail.com>
Content-Type: text/plain; charset=utf-8; format=flowed
Content-Transfer-Encoding: 7bit

Mr. Katz, if you file a fraudulent payment dispute, we will expose you publicly as a fraudster, with all your personal and professional details (you are an attorney, correct?) We'll make sure your prospective clients will find out that you're a criminal, in that case), as well as any photographs we have obtained of you if you file a fraudulent payment dispute. You have given us permission to republish those photographs in case of any type of payment dispute.

You will be immediately and permanently added to this list in case of fraud:

http://shop.owndoc.com/cmspage.php?page_id=18

Plus on other lists, such as badbuyerlist.org.

In case of libel, and in such cases, any hope of removal of a public blacklisting can be abandoned, even when you pay us back the money you stole from us.

On 05/07/2016 12:49, David Katz wrote:

> As we have incomplete instructions with no support help cancell our order

Exhibit 18

From - Tue Jul 05 16:30:00 2016
X-Mozilla-Status: 0001
X-Mozilla-Status2: 00800000
X-Mozilla-Keys:
Message-ID: <577BC465.1060008@owndoc.com>
Date: Tue, 05 Jul 2016 16:29:57 +0200
From: Vaughter Wellness payments <paypal@owndoc.com>
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; rv:31.0) Gecko/20100101
Thunderbird/31.3.0
MIME-Version: 1.0
To: David Katz <d6katz@verizon.net>
Subject: Re: cancell
References: <CAMzDQj2KGx1fbxCVJafc-Q7saUwcbbh7nHwrfk39C3ZMJepq4w@mail.gmail.com>
<577B98C0.1000509@owndoc.com> <CAMzDQj39yKjeuz384Oo1kDb5eOipGtVb0kpqJw08iet3b-wAOg@mail.gmail.com>
In-Reply-To: <CAMzDQj39yKjeuz384Oo1kDb5eOipGtVb0kpqJw08iet3b-wAOg@mail.gmail.com>
Content-Type: text/plain; charset=utf-8; format=flowed
Content-Transfer-Encoding: 7bit

We do not give medical advice. If you do not understand our products, do not buy them.

On 05/07/2016 16:27, David Katz wrote:

> YOUR NOT REPLYING TO EMAILS

>

> On Tue, Jul 5, 2016 at 7:23 AM, Vaughter Wellness payments

> <paypal@owndoc.com <mailto:paypal@owndoc.com>> wrote:

>

> Mr. Katz, if you file a fraudulent payment dispute, we will expose
> you publicly as a fraudster, with all your personal and
> professional details (you are an attorney, correct?) We'll make
> sure your prospective clients will find out that you're a
> criminal, in that case), as well as any photographs we have
> obtained of you if you file a fraudulent payment dispute. You have
> given us permission to republish those photographs in case of any
> type of payment dispute.

>

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> of fraud:

>

> http://shop.owndoc.com/cmspage.php?page_id=18

>

> Plus on other lists, such as badbuyerlist.org
> <<http://badbuyerlist.org>>.

>

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> the money you stole from us.

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> On 05/07/2016 12:49, David Katz wrote:

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> As we have incomplete instructions with no support help
> cancell our order

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Exhibit 19

From - Tue Jul 05 20:28:07 2016
X-Account-Key: account29
X-UIDL: UID7256-1430567352
X-Mozilla-Status: 0011
X-Mozilla-Status2: 00000000
X-Mozilla-Keys:
Return-path: <d6katz@verizon.net>
Envelope-to: paypal@owndoc.com
Delivery-date: Tue, 05 Jul 2016 12:02:15 -0400
Received: from vms173019pub.verizon.net ([206.46.173.19]:60397)
by host.owndoc.com with esmtps (TLSv1:DHE-RSA-AES128-SHA:128)
(Exim 4.87)
(envelope-from <d6katz@verizon.net>)
id 1bKSne-00012q-W7
for paypal@owndoc.com; Tue, 05 Jul 2016 12:02:15 -0400
Received: from vz-proxy-1005.mx.aol.com ([64.236.82.152])
by vms173019.mailsrvcs.net
(Oracle Communications Messaging Server 7.0.5.32.0 64bit (built Jul 16 2014))
with ESMTPA id <009U009E0N6BC580@vms173019.mailsrvcs.net> for
paypal@owndoc.com; Tue, 05 Jul 2016 11:01:24 -0500 (CDT)
X-CMAE-Score: 0
X-CMAE-Analysis: v=2.1 cv=EdU106SC c=1 sm=1 tr=0
a=a3t/a0oOYlYu/nGelmf8ZA==:117
a=cAmyUtKerLwA:10 a=3Nf7oWhWAAAA:8 a=elhFYRo-AAAA:8 a=dh6ayeRYFC3RlPJYcnoA:9
a=NhUO819aByR7pGil:21 a=1B39SbCiAZUH3rpK:21 a=QEXdDO2ut3YA:10
a=KLpgC1-4gB4A:10 a=BprZiRFyR4RNBpHByIQA:9 a=7xVQU_Q_8uP1pX_u:21
a=CrCAOHKIKNAJjZBW:21 a=ayvIu1O_mf2JGjEh:21
Received: by 209.85.214.47 with SMTP id 64ed5cla; Tue, 05 Jul 2016 16:01:23 GMT
Received: by mail-it0-f47.google.com with SMTP id f6so85858990ith.0 for
<paypal@owndoc.com>; Tue, 05 Jul 2016 09:01:23 -0700 (PDT)
X-Gm-Message-State:

ALyK8tIxir5D0+zOeibVWuePyUa5ywlAORoqaTqn8CNeWES/mdIzURXMeayzkrq9egKD3WAGsb2BmNl+o11h
w==
X-Received: by 10.36.73.70 with SMTP id z67mr15166209ita.33.1467734483018; Tue,
05 Jul 2016 09:01:23 -0700 (PDT)
MIME-version: 1.0
Received: by 10.50.47.70 with HTTP; Tue, 5 Jul 2016 09:01:22 -0700 (PDT)
In-reply-to: <577BC465.1060008@owndoc.com>
References:
<CAMzDQj2KGx1fbxCVJafc-Q7saUwcbhH7nHwrfk39C3ZMJepq4w@mail.gmail.com>
<577B98C0.1000509@owndoc.com>
<CAMzDQj39yKjeuz384OolkDb5eOipGtVb0kqpJw08iet3b-wAOg@mail.gmail.com>
<577BC465.1060008@owndoc.com>
From: David Katz <d6katz@verizon.net>
Date: Tue, 05 Jul 2016 12:01:22 -0400
X-Gmail-Original-Message-ID:
<CAMzDQj2d6XydneyEHshWNP2Cj4h08Fz=od1Zp2rTQuHMqgqWdZA@mail.gmail.com>
Message-id: <CAMzDQj2d6XydneyEHshWNP2Cj4h08Fz=od1Zp2rTQuHMqgqWdZA@mail.gmail.com>
Subject: Re: cancell
To: Vaughter Wellness payments <paypal@owndoc.com>
Content-type: multipart/alternative; boundary=001a113a7ee87c2fd30536e59049

--001a113a7ee87c2fd30536e59049
Content-Type: text/plain; charset=UTF-8

as your instruction is very unclear so we had to imagine what we think it means, we used 2 packets already we thought that there is a change in the toe nail but we didn't want to use the 3 packet, we ordered another set, but as days goes we don't see any changes and no help (answered) just banning our email we decided not to waste our money on guessing games there is other companies with top reviews and treat customers as supposed to , so will get from them there product

On Tue, Jul 5, 2016 at 10:29 AM, Vaughter Wellness payments <paypal@owndoc.com> wrote:

> We do not give medical advice. If you do not understand our products, do
> not buy them.

>
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>
>

> On 05/07/2016 16:27, David Katz wrote:

>

>> YOUR NOT REPLYING TO EMAILS

>>

>> On Tue, Jul 5, 2016 at 7:23 AM, Vaughter Wellness payments <paypal@owndoc.com <mailto:paypal@owndoc.com>> wrote:

>>

>> Mr. Katz, if you file a fraudulent payment dispute, we will expose
>> you publicly as a fraudster, with all your personal and
>> professional details (you are an attorney, correct?) We'll make
>> sure your prospective clients will find out that you're a
>> criminal, in that case), as well as any photographs we have
>> obtained of you if you file a fraudulent payment dispute. You have
>> given us permission to republish those photographs in case of any
>> type of payment dispute.

>>

>> You will be immediately and permanently added to this list in case
>> of fraud:

>>

>> http://shop.owndoc.com/cmspage.php?page_id=18

>>

>> Plus on other lists, such as badbuyerlist.org
>> <<http://badbuyerlist.org>>.

>>

>> In case of libel, and in such cases, any hope of removal of a
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>> the money you stole from us.

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Content-Type: text/html; charset=UTF-8

Content-Transfer-Encoding: quoted-printable

<div dir=3D"ltr">as your instruction is very unclear so we had to imagine what we think it means,we used 2 packets already we though that there is a change in the toe nail but we didn't want to use the 3 packet, we ordered another set, but as days goes we don't see any changes and no help (answered) just banning our email we decided not to waste our money on guessing games there is other companies with top reviews and treat customers as supposed to , so will get from them there product</div><div class=3D"gmail_extra">
<div class=3D"gmail_quote">On Tue, Jul 5, 2016 at 10:29 AM, Vaughter Wellness payments <paypal@owndoc.com> wrote:
<blockquote class=3D"gmail_quote" style=3D"margin:0 0 0 .8ex;border-left:1px solid;padding-left:1ex">We do not give medical advice. If you do not understand our products, do not buy them.

On 05/07/2016 16:27, David Katz wrote:

<blockquote class=3D"gmail_quote" style=3D"margin:0 0 0 .8ex;border=

left:1px #ccc solid;padding-left:1ex">
YOUR NOT REPLYING TO EMAILS

On Tue, Jul 5, 2016 at 7:23 AM, Vaughter Wellness payments <<a href=3D"m=

ailto:paypal@owndoc.com" target=3D"_blank">paypal@owndoc.com <mailto=

:paypal@owndoc.com</=

a>>> wrote:

=C2=A0 =C2=A0 Mr. Katz, if you file a fraudulent payment dispute, we will e=

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=C2=A0 =C2=A0 you publicly as a fraudster, with all your personal and

=C2=A0 =C2=A0 professional details (you are an attorney, correct?) We'l=

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=C2=A0 =C2=A0 sure your prospective clients will find out that you're a=

=C2=A0 =C2=A0 criminal, in that case), as well as any photographs we have<b=

r>
=C2=A0 =C2=A0 obtained of you if you file a fraudulent payment dispute. You=

have

=C2=A0 =C2=A0 given us permission to republish those photographs in case of=

any

=C2=A0 =C2=A0 type of payment dispute.

=C2=A0 =C2=A0 You will be immediately and permanently added to this list in=

case

=C2=A0 =C2=A0 of fraud:

=C2=A0 =C2=A0 <a href=3D"http://shop.owndoc.com/cmspage.php?page_id=3D18" r=

el=3D"norereferrer" target=3D"_blank">http://shop.owndoc.com/cmspage.php?page=

_id=3D18

=C2=A0 =C2=A0 Plus on other lists, such as <a href=3D"http://badbuyerlist.o=

rg" rel=3D"norereferrer" target=3D"_blank">badbuyerlist.org

=C2=A0 =C2=A0 <<a href=3D"http://badbuyerlist.org" rel=3D"norereferrer" ta=

rget=3D"_blank">http://badbuyerlist.org>.

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=C2=A0 =C2=A0 =C2=A0 =C2=A0 As we have incomplete instructions with no supp=

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=C2=A0 =C2=A0 =C2=A0 =C2=A0 cancell our order

</blockquote>

</blockquote></div>
</div>

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