



“Misleading Conduct Case Study – Reebele” to the tune of Madison Avenue’s “Don't Call Me Baby”

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01



~~You and me, we have an opportunity
And we could make it something really cool
But you, you think I'm not that kind of girl
I'm here to tell ya baby I know how to rock your world~~



**You and me, we had an opportunity
And we could make circularity cool
But you're, you're refurb' website
misled me
I'm here to share ya story with my
network 'round the world**



02



~~Don't think that I'm not strong~~
~~I'm the one to take you on~~
~~Don't underestimate me boy~~
~~I'll make you sorry you were born~~
~~You don't know me~~
~~The way you really should~~
~~You sure misunderstood~~



Don't tell me nothing's wrong
You sold me a faulty phone
Don't underestimate me now
I'll make you sorry you were wrong
You didn't treat me
The way businesses should
You sure misled me good



03



~~Don't call me baby~~
~~You got some nerve and baby that'll never do~~
~~You know I don't belong to you~~
~~It's time you knew I'm not your baby~~
~~I belong to me~~
~~So don't call me baby~~



Don't use Reebelo
They make good claims and
some of them are never true
They know there's nothing you can do
It's time you knew so you can pivot
Futile warranty
So don't use Reebelo



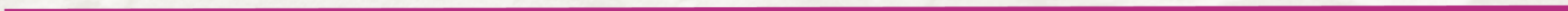
04



~~Behind my smile is my IQ
I must admit this does not sit with the likes of you
You're really sweet
Mmm, you're really nice
But didn't mama ever tell ya not to play with fire?~~



**Behind my smile is my IQ
I must admit this does not sit with
the likes of you
My network's sweet
Mm-hmm, they're really smart
But didn't mama ever tell ya not
to play with fire?**



05



~~Don't think that I'm not strong~~
~~I'm the one to take you on~~
~~Don't underestimate me boy~~
~~I'll make you sorry you were born~~
~~You don't know me~~
~~The way you really should~~
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06



~~Don't call me baby~~
~~You got some nerve and baby that'll never do~~
~~You know I don't belong to you~~
~~It's time you knew I'm not your baby~~
~~I belong to me~~
~~So don't call me baby~~



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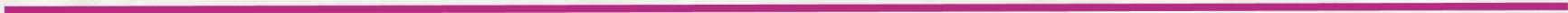
07



~~You and me we have an opportunity
And we could make it something really cool
But you, you think I'm not that kind of girl
I'm here to tell ya, baby, I know how to rock your world~~



**You and me, we had an opportunity
And we could make circularity cool
But you're, you're refurb' website
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And I just shared ya story with my
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08



~~Don't think that I'm not strong
I'm the one to take you on
Don't underestimate me boy
I'll make you sorry you were born
You don't know me
The way you really should
You sure misunderstood~~



**Don't tell me nothing's wrong
You sold me a faulty phone
Don't underestimate me now
I'll make you sorry you were wrong
You didn't treat me
The way businesses should
You sure misled me good**



09



~~Don't call me baby~~
~~You got some nerve and baby that'll never do~~
~~You know I don't belong to you~~
~~It's time you knew I'm not your baby~~
~~I belong to me~~
~~So don't call me baby~~



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10



~~You got some nerve and baby that'll never do~~
~~You know I don't belong to you~~
~~It's time you knew I'm not your baby~~
~~I belong to me~~
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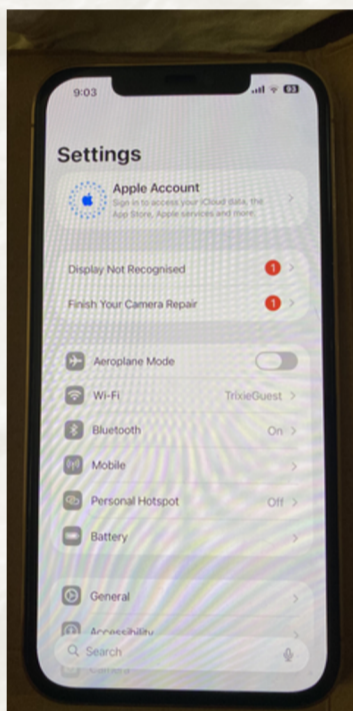
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Last December, I bought an Apple iPhone 12 Pro Max from @Reebelo. The condition was advertised as #Good (Minor scratches and signs of wear visible from a 12-inch distance) with the battery condition #Standard (at least 80% capacity). "100% functional, original, & sustainable products, quality checked at 70+ points."

But when it arrived... the 0.5 zoom didn't work, and the rear camera and front screen not installed correctly. So, I lodged a warranty claim, thinking I would get a refund or repair. After all, Reebelo advertises that "All devices come with a 12-Month-Vendor Warranty so that you can buy them with peace of mind."



The only way to claim the warranty was to post the phone back as "Our vendors don't accept walk-ins and all returns must be sent using this return label", so I popped it back in the cardboard packaging it arrived in then added a padded Australia Post pouch for good measure and followed the pre-paid return instructions back to vendor "au__hulii"

Then I got an update "The vendor has confirmed that the device has sustained physical damage and that the issue reported does not constitute a major failure under the Australian Consumer Law (ACL)." "The device was returned to us without any protective packaging. As a result, the rear glass of the iPhone is completely shattered, indicating damage that occurred during return transit."



On the left is the photo I took and submitted with my warranty claim.

On the right is the photo provided from the vendor after it was returned under a warranty claim.

The rest of the device including the front screen had NO damage at all.



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“We’ve received the results of the vendor’s inspection of your device.

The vendor has confirmed that the device has sustained physical damage and that the issue reported does not constitute a major failure under the Australian Consumer Law (ACL). As a result, the device is not eligible for a remedy under the 12-Month Vendor Warranty or the ACL.

The device was returned to us without any protective packaging. As a result, the rear glass of the iPhone is completely shattered, indicating damage that occurred during return transit. Please find the attached images.

Given these findings, no repair or replacement will be provided. The vendor will be returning the device to you in its current condition.

...

If you’d like to explore repair options at your own cost, we recommend contacting Reebelo’s authorized repairer for a quote and assistance.

We understand this outcome may be disappointing and appreciate your understanding. If you have any further questions, feel free to reach out.”



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I reached out...

"I am so incredibly disappointed.

I've recommended Reebelo to so many others because I thought this would never happen.

Failure to correctly install replacement parts before resale ABSOLUTELY constitutes "a major failure under the Australian Consumer Law (ACL)"

The packaging I returned the phone in was one layer extra to that I received it in. I am dumbfounded that a vendor would smash the back case of a device and claim that this voids the warranty of their faulty installation the rear camera and front screen.

Please escalate this"

The result of the escalation:

"We have reviewed the information provided. However, our position on this case remains unchanged.

Upon receipt, the device was found with the rear glass completely shattered. Our assessment indicates that the phone was returned to us in a non-padded envelope, which does not provide sufficient protection for a glass-back device. Packaging of this nature makes the device highly susceptible to damage on impact during transit. We believe the damage occurred while the device was in transit back to us, rather than being caused intentionally by you. That said, the responsibility remains on user end to ensure the device is returned using adequate protective packaging so that it arrives in the same condition in which it was received.

Regardless of intent, the outcome is that the device was returned to us in a materially worse condition, with damage that was not present at the time of supply and is unrelated to the original concern raised. As a result, we are unable to accept the return or proceed with a refund or replacement.

We remain happy to return the device to you in its current condition if required."



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Lets unpack this (pun still intended)...

"the device was returned to us in a materially worse condition, with damage that was not present at the time of supply and is unrelated to the original concern raised... As a result, we are unable to accept the return or proceed with a refund or replacement."

My response...

"The device was returned boxed in cardboard inside a padded Australia Post bag. Please repair the faulty rear camera and front screen as these were not installed correctly at time of purchase. I will arrange the repair of the rear case."

Reebelo reply:

"Thank you for your response. You can proceed with a third-party phone repairer for the fix. Once again I apologize as we are unable to assist you with this matter as these are the guidelines that we are practicing. Please let us know if you have any further questions or queries that we can assist you with. Thank you and have a nice day!"

My candid interpretation...

Now that the rear case has been damaged, we don't have to repair or replace the device even though we know it was supplied faultily. We are going to protect our vendor here and hang you out to dry. Now, if you want to use this device, you'll need to pay to repair the front screen, rear camera
AND NOW THE REAR CASE TOO.
That's what you get for complaining.



I asked for clarity on a few things and got a limited response

Can you please confirm the following 5 points are true.

- That you are refusing to repair, replace or refund (in part or full) the device you sold that did not have a correctly installed rear camera and front screen.
- Your policy is that the only way for consumers to seek resolution after being sold faulty goods from your site is via return post.
- That you don't provide return packaging.
- Whilst you deliver goods in cardboard boxes, you believe returning them in cardboard boxes inside a padded Australia Post postage bag is insufficient packaging.
- Your policy allows you to claim that goods are damaged in transit in order to avoid your obligations under Australian Consumer Law—even if that damage has nothing to do with the issue claimed whatsoever.

NO COMMENT

NO COMMENT

"We would like to clarify that we do not provide any return packaging for the device. You may use the same return packaging that you received, or you can arrange your own packaging by securely packing the item for the return."

NO COMMENT



They did provide a suggestion....

“In this case, we would advise you to bring this matter to Australia post due to the possible damage in transit.”

I'm not usually a conspiracy theorist, but at this point, anything was a possibility.

- How could the rear case get “completely shattered” in transit, but the rest of the device has no damage at all?
- Could their policy really be to avoid warranty claims by damaging goods returned and advising the client to claim with Australia Post?
- Is that why you cannot return in person you MUST post your faulty goods?
- Is this really how they choose to treat a repeat customer?

I responded...

“You have continually told me the back case was allegedly damaged in transit back to you. The vendor showed photos of the phone put back inside the opened cardboard box inside the padded bag. But you claim there was no protective packaging. This is false.

The only reason it was being returned is because it was supplied not in the advertised condition. The rear camera and front screen were incorrectly installed when the device was purchased from your site. A clear breach of Australian Consumer Law. You have failed to address this primary issue throughout our correspondence.

So I repeat. You are refusing to repair, replace or refund (in part or full) the device you sold that did not have a correctly installed rear camera and front screen.

You leave me no choice but to escalate this matter higher and warn other consumers about your illegal practices. “





**Have a request?
Hit me up in the comments
or DM me with your topic
and song challenge!**



Hayley **SLAYs.com**
