

Re: [Living and Home] Re: Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Rewired Rewired (re_wired@ymail.com)

To: support+id11pemj-zex5p@livingandhome.zendesk.com

Date: Saturday 5 July 2025 at 13:52 BST

Subject: Returned Fireplace – Thank You & Final Request

Dear Living and Home Team,

Thank you once again for your kind and understanding response regarding the fireplace order. I truly appreciate the way you've handled the matter.

I wanted to let you know that I returned the fireplace parcel yesterday. I do apologise for the delay in posting it back, unfortunately, I broke my toe during some home decorating, which held me up while I addressed that.

I've since re-ordered the fireplace from you and I'm very happy with the product. I genuinely value your service and look forward to continuing to purchase from you again in future.

As this will be my final correspondence regarding this issue, I would be grateful if the remaining £15 could be added to the refund, if possible. Additionally, I'd appreciate the offered £15 voucher to use on a future order as it would certainly go to good use!

I have attached the receipts from the post office and thanks again for your support throughout this process.

Warm regards, **Simon Paul Cordell**

On Monday 23 June 2025 at 13:24:35 BST, Living and Home (Living and Home)
<support@livingandhome.zendesk.com> wrote:

Your request (67292) has been updated. To add additional comments, reply to this email.



Living and Home (Living and Home)

Jun 23, 2025, 14:24 GMT+2

Dear Mr. Simon Paul Cordell,

Thank you for your detailed follow-up and for sharing your concerns so clearly. We understand and appreciate you taking the time to describe your experience and we apologise for any confusion this may have caused.

We would like to clarify that on our website, grey options (we have added a distinct slash in the options) indicate items that are currently out of stock and unavailable, unavailable for selection, or not included in your purchase. In your case, the 'Fireplace TV Stand' option was greyed out when you placed your order, which means that it is not available. The 'Fireplace Only' option is still valid and available for purchase.

We understand that the visual layout (especially the combination of product images and option styles) can be confusing, especially for first-time visitors to the site. Your feedback suggests that this could be made clearer and we will certainly review the design of the product pages to avoid similar misunderstandings in the future.

We respect your position and your reference to the Consumer Protection Act 2008. Whilst we do not believe that the product information was deliberately misleading, we recognise that your purchasing decision was influenced by the way the information was presented.

As a sign of our goodwill, we would kindly like to offer you a £15 gift voucher as compensation (gift vouchers are anonymous and can be used on your family/friends as many times as you like until they run out) to return the parcel to our warehouse yourself.

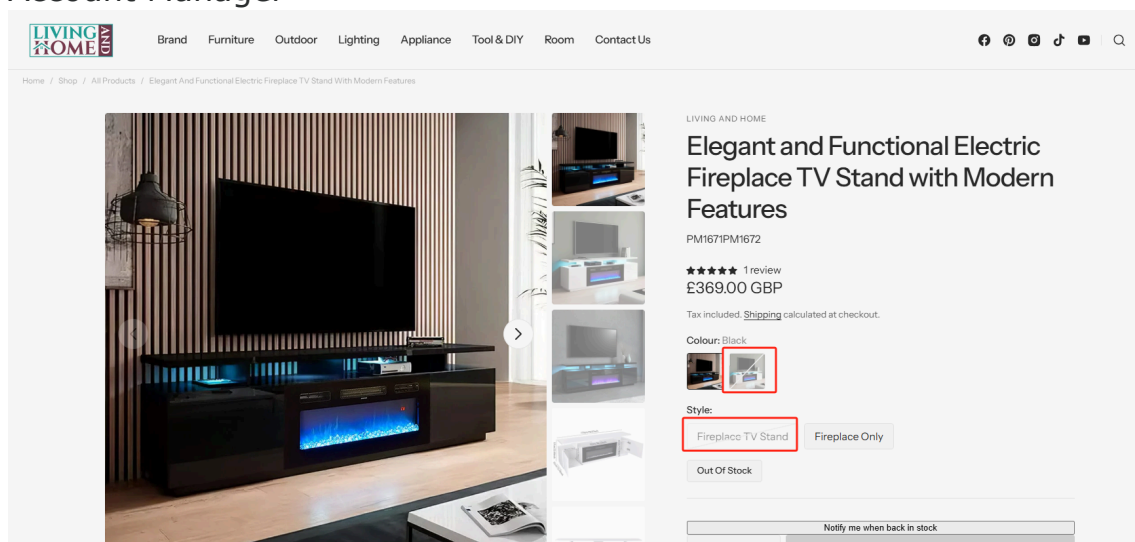
Our warehouse address: Wenrit Global Ltd, Unit 1-3 Montague House, Mathews Street, Manchester, M12 5BB

Once returned, please share the courier you used and the tracking number with us, once confirmed delivery to the warehouse, we will refund you.

If you do not accept the above option, we can also arrange a logistical collection for you at a cost of £33. We can cover half of this cost for you (£16.50), and you can let us know which working day after the 27th of June would be most convenient for you and we can arrange a collection for you.

We are looking forward to your kind reply.

Best Regards,
Account Manager



Warm regards
Living and Home



Rewired Rewired

Jun 22, 2025, 03:13 GMT+2

Subject: Formal Complaint and Supporting Evidence – Order [#109978](#)

Dear Living and Home Customer Services,

Please find attached my formal response regarding the ongoing issue with order [#109978](#).

This includes a detailed summary of my complaint along with supporting visual evidence (Exhibit A and Exhibit B) that clearly demonstrate the grounds for my request.

I ask that you review this carefully and respond accordingly.

Kind regards, **Mr. Simon Paul Cordell**

Attachment(s)

[03-Sent-Follow-Up on Misrepresentation.pdf](#)



Living and Home (Living and Home)

Jun 21, 2025, 04:12 GMT+2

Dear Mr. Simon Paul Cordell,

Thanks for your message.

We have checked your order: 109978. The product you purchased is Black / Fireplace Only SKU: PM1672

LIVING and HOME Shop Orders

Order #109978
Confirmed 18 Jun

ParcelForce 48 XN8468222

On its way
19 Jun
This shipment is on its way.

Track order with Shop

Contact information
re_wired@gmail.com

Shipping address
SIMON cordell
109 Burncroft Avenue
door-code CX5678
London
EN3 7JQ
United Kingdom
+447864217519

Billing address
SIMON cordell
109 Burncroft Avenue
door-code CX5678
London
EN3 7JQ
United Kingdom
+447864217519

Shipping method
Free UK Shipping: 3-7 working days

Elegant and Functional Electric Fireplace TV Stand with Modern Features Black / Fireplace Only £199.00

Subtotal £199.00
Discount NEWIN10 -£19.90
Shipping Free

Total GBP **£179.10**
Including £29.85 in taxes

Last chance to get these items at 13% OFF!

Lightsin LED Bamboo Pendant Light Drum-Shaped 45/60/70/80 Dia ~~£122.00~~ £106.14
45CM DIA

Variant: 45cm Dia | £106.14

Quantity 1

Buy now

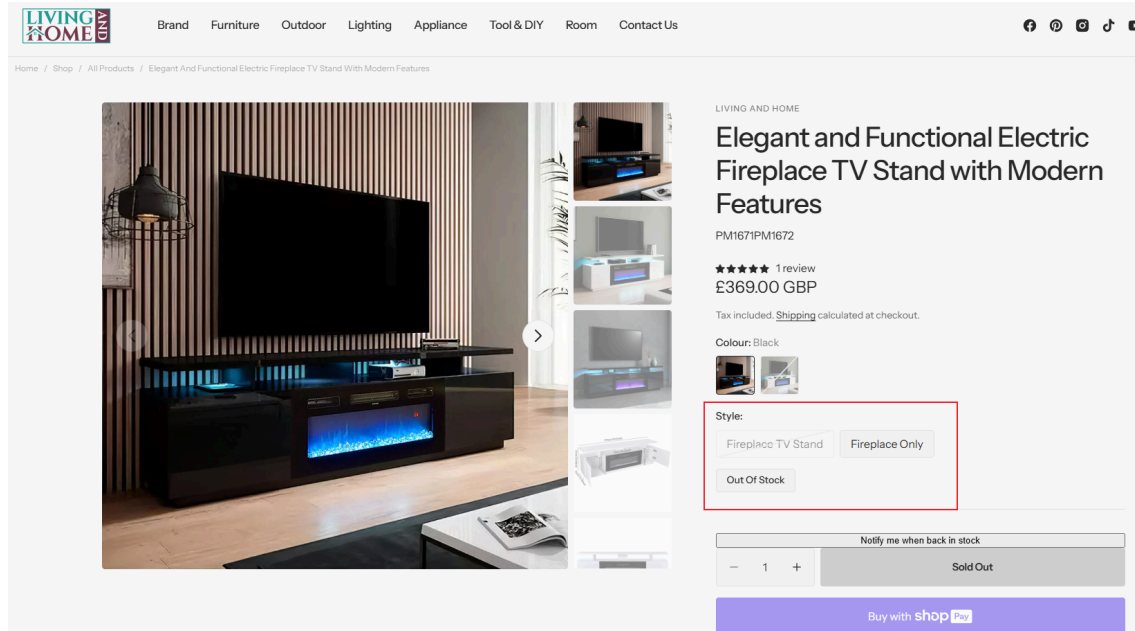
We need to clarify that the products we sell do not mislead consumers. Our product titles are: "Elegant and Functional Electric Fireplace TV Stand with Modern Features"

The products in this product link include TV stands and fireplaces, but each customer will have two options when purchasing:

a. "Fireplace TV Stand"

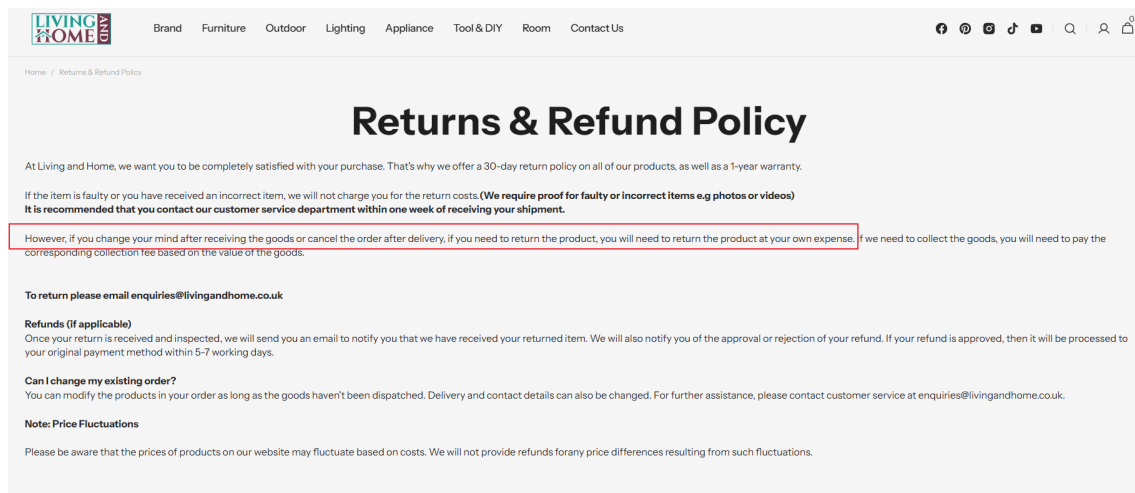
b. "Fireplace Only"

This can be purchased according to the needs of consumers. We provide customers with two options. As for the option of the "Fireplace TV Stand" you mentioned, it is grayed out and unavailable. This is because this product is out of stock. "Fireplace Only" has been available because we have inventory for this product and can ship it. We can know from your description that you also knew that the option of the "Fireplace TV Stand" was grayed out and unavailable when you purchased it, so you could not check this option and buy a "Fireplace TV Stand". You chose the option of "Fireplace Only". Our product pages and options clearly indicate the product, so there is no misleading, and there is no selling of wrong products.



If you don't like the product you purchased, we will be happy to provide you with a full refund, but according to our return policy, if there is no quality problem with the product we sold, the customer will be responsible for the return cost.

<https://www.livingandhome.co.uk/pages/returns-policy>



Hope you can understanding.

If you have any questions, please feel free to contact us.

Best Regards,
Moy

Warm regards
Living and Home

**Rewired Rewired**

Jun 20, 2025, 18:51 GMT+2

Dear Living and Home Customer Service,

I am writing to formally raise a complaint concerning a product I purchased on **18 June 2025** via your website.

Firstly, your product listing creates a misleading impression of the item being sold. The product is titled "**Elegant and Functional Electric Fireplace TV Stand with Modern Features**" (SKU: PM1672), and the title's description suggests that the purchase includes both the TV stand and the electric fireplace.

Secondly, the main images prominently display the TV stand alongside the fireplace insert. The combination of the title and images, which present both components as a single item for sale, along with the pricing, leads one to believe that they are purchasing the entire unit. This creates a misleading impression that the complete unit is being sold, rather than just the fireplace insert. After thoroughly reviewing the listing, I realised why I felt misled before making my purchase. The structure of your site contributed to this confusion, as it gave the impression that I was buying the entire unit.

There Are Two Options Shown Beneath the Product:

- a. "**Fireplace TV Stand**" – which is greyed out and unavailable,
- b. "**Fireplace Only**" – which was in a constant selected mode!

At no point during the checkout process did the product title or page make it clear that I was only purchasing the fireplace insert. The warnings were greyed out alongside other information about items not included in the purchase, which contributed to my misunderstanding. Additionally, the images and title suggested that I was acquiring more than just the insert.

Importantly, there is no option to purchase just the TV cabinet separately. This creates confusion, as even if the option for the fireplace and TV stand were available, I would end up with two fireplace inserts. From my understanding, the cabinet shown in the images cannot be purchased independently. This lack of clarity has been particularly confusing for me as a first-time buyer from your store.

This lack of clarity in the product structure constitutes a material omission, and your listing fails to meet the standard of clear and unambiguous communication required under the Consumer Protection from "**Unfair Trading Regulations 2008**." In particular, "**Regulation 5**" and "**Regulation 6**" prohibit misleading actions or omissions that cause the average consumer to make a transactional decision they would not otherwise have made. That is precisely what has occurred here.

I made this purchase in good faith, believing I was buying a complete fireplace TV stand as presented. Instead, I received only the insert, which is not usable on its own, rendering the purchase not fit for purpose for a first-time consumer.

I respectfully request the following:

A full refund, including a return method to be arranged not at my expense, and

Written acknowledgment that the product was misrepresented.

I am prepared to escalate this matter to "**Trading Standards**" and initiate a dispute with my payment provider if a resolution is not offered promptly. I trust this will not be necessary and hope you will address this issue with the urgency and fairness it deserves.

I await your reply.

Yours sincerely, Mr. Simon Paul Cordell

This email is a service from Living and Home. Delivered by Zendesk

[11PEMJ-ZEX5P]



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2.9 MB