

Re: Subject: Urgent – Faulty Sofa Delivery & Return Request
From: Msofas LTD (support@msofas.co.uk)
To: re_wired@ymail.com
Date: Tuesday 10 June 2025 at 14:01 BST
Good afternoon,

Thank you very much for your email and for sharing the information regarding your delivered sofa.

According to our records, your sofa was assembled by our delivery team upon arrival. As part of our standard procedure, our drivers also remove all packaging to assist customers in disposing of waste efficiently. There is no possibility of assembling the sofa with the packaging.

We kindly ask you to clarify why the sofa was separated into two parts after delivery. Please note that the corner unit is not intended to be disconnected, and it must remain joined in order to use the sleeping function correctly. Attempting to open or close the sleeping function when the sofa is disconnected will result in issues, which appears to be the case here.

If the sofa had remained connected, you would not have encountered any problems opening or returning the sleeping mechanism to the seated position. In the video you provided, we can hear the fabric tearing due to the use of excessive force, which unfortunately led to the material being damaged. We must kindly inform you that we cannot take responsibility for damage caused in such circumstances.

Additionally, we noticed visible shoe marks on parts of the sofa, indicating that someone may have walked or sat on it while it was separated. This is not allowed, as sitting or standing on an unconnected sofa causes instability.

Please reconnect both sofa sections as originally delivered and try to operate the sleeping function again. Once done, kindly send us another video so we can assess the situation more accurately and assist you further.

Thank you for your understanding and cooperation.

Kind Regards
Justyna
Msofas LTD - www.msofas.co.uk
0 800 020 9555
0 7400 555 299
0 1422 400215

On Mon, 9 Jun 2025 at 13:23, Rewired Rewired <re_wired@ymail.com> wrote:

Dear Msofas Customer Care Team,

I hope you are all well. I recently received my sofa from you, and I am now in a position where I am writing to formally request the re-return of the Sofa, which arrived on **Saturday, 7th June 2025**.

While I appreciated the service and communication throughout the waiting period, I was deeply disappointed upon receiving the sofa, as it upsettingly does not match the quality, description, or functionality advertised on your website, on this occasion.

Specifically, the sofas issues:

1. **Faulty Mechanism:** The bed section's hinges are unstable, with one side weaker than the other, making it difficult to pull out and close properly. This is a default with this sofas Quilty build.
2. **The Sleeping area, the same as main colour:** This area of the sofa causes the material to tear from the sofa due to its handles and with the reason being that when folded down the area becomes lodged into the next fold down area. This problem is to an extent that it can cause the whole sofa section to be lifted as you are carefully refolding it and for the handles to start to tear away from the sofa as mentioned.
3. **The quality:** of the sofa is not as described, I have yet to use it in any form or way since it has been delivered and this means that I am left without a sofa. I have had other persons view the sofa and they have agreed that the quality of my prior sofa was of a better build quality, and this is very upsetting to me and makes me very unhappy with it.

I would also like to mention that I did raise my questions of concerns with the delivery driver before the sofa was unpacked, about the possibilities of returns and so, on, as I was not interlay happy with the delivered product and I was told that it would be no problem as returns are accepted. Yet, MSofas Services still disposed of the packaging as part of your stated recycling service. According to your own delivery policy, this is standard practice, but since I expressed hesitation, the driver should have informed me of the consequences. As this was not a voluntary action on my part, I firmly believe that the **15%** deduction for missing packaging should not apply in this occasion that I have since read about in your website.

I have included:

1. [1] video Link: <https://horrific-corruption-files.webhop.me/Sofa/>
2. [3] images.

I understand that under the Consumer Rights Act, I have the legal right to reject goods that are unsatisfactory, unfit for purpose, or not as described. Given these issues, I request:

- A **"Full Refund,"** without any penalty due to the missing packaging **"which was removed by your team"**.

I would appreciate a swift response so we can resolve this matter amicably. Please confirm the next steps at your earliest convenience.

Best regards, Simon Paul Cordell