

I'll keep you updated on the progress, the package is on its way. Cross-border transportation involves many variables, so we can't provide an exact arrival time. Fortunately, everything is currently running smoothly, so you don't need to worry.

Thank you very much for your understanding and patience. We will also keep a close eye on the logistics progress and do our utmost to follow up on the delivery. If you have any further thoughts or questions, please feel free to contact us at any time. Wishing you all the best!

Wed Jun 03 00:33:16 CST 2026, "glanton" <glanton@aol.com>wrote:

I have still not gotten this. Can you find out if I will be getting this at all? This has already far to long.

Please reply as soon as possible. If you can't deliver, I will cancel this order.

Thanks

On Tuesday, May 26, 2026 at 07:24:23 PM MST, help@hx-customerservice.info <help@hx-customerservice.info> wrote:

Dear customers:

Thank you for your purchase! Due to our strong promotion activities, a large number of people place orders. At the same time, the goods you buy are shipped from other countries, so you need to go through many procedures such as shipping and security check. These procedures may result in longer transit times.

We know how you feel and we understand your impatience. We will make every effort to deliver it to you. We hope you can understand and support us.

Thank you again for your trust and support, I wish you a happy life!

Ivy Miller

Wed May 27 02:07:07 CST 2026, "glanton" <glanton@aol.com>wrote:

Hello,

To date, I still have not heard anything. I tried your tracking link and nothing. I am starting to believe this is all a scam. If my item is not delivered by Friday, May 29, I will call my bank and dispute the credit card charge for non delivery of items purchased. Per the order there should have been a generator and solar panel.

Please let me know immediately.

Thank you,

On Tuesday, May 19, 2026 at 08:01:07 PM MST, help@hx-customerservice.info <help@hx-customerservice.info> wrote:

Dear customer,
Thank you for contacting and supporting us
We have received your order and arranged for shipping

Tracking Number: JH6381392327CN

Tracking URL: <http://track718.com>

I want to assure you that the package is on its way! Logistics are affected by various factors, so we cannot estimate its exact arrival time. However, rest assured, our logistics team has not reported any issues yet. Please allow a little more time for its arrival. Thank you for your patience all along. At the same time, we will do our best to urge the logistics company. If you have any questions or issues, please feel free to contact us, and we will resolve all problems as soon as possible!
Wish you all the best!
Rita Kelly

Wed May 20 02:34:46 CST 2026, "glangon" <glangon@aol.com> wrote:

I have tried tracking my purchases but it is not working. Can you give me an update please

Sent from my iPhone

On May 18, 2026, at 1:58 AM, Cheouj <service@e.mailservice-nbcloud.com> wrote:

help@hx-customerservice.info
From: help@hx-customerservice.info
To: gl
Fri, Jun 12 at 11:13 PM
Dear customer,

Thank you very much for letting us know about your order in a timely manner.

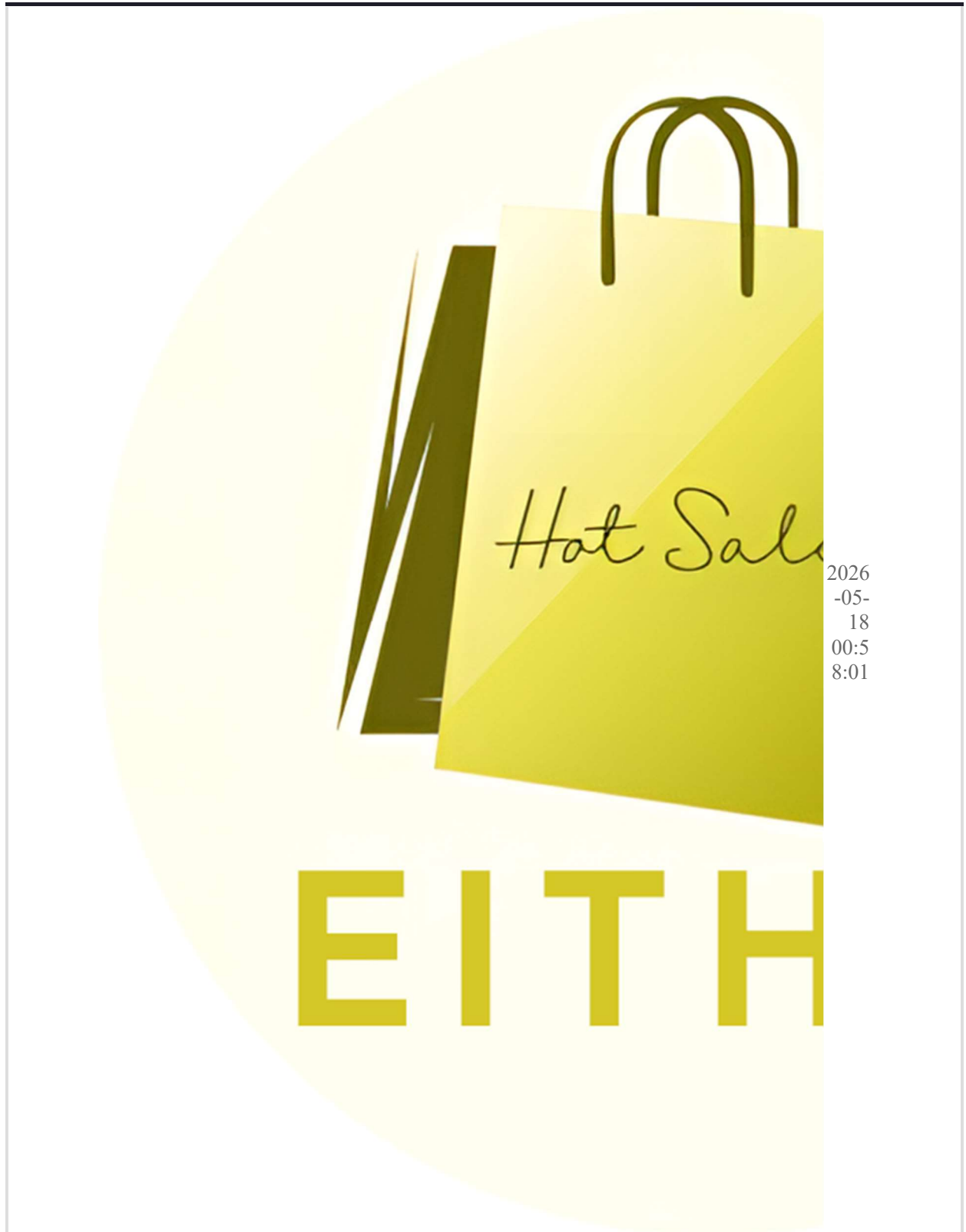
We fully understand your current distress and anxiety. And take this matter very seriously. The status of "signed for" in logistics does not necessarily mean that you have received the item safely. To quickly identify the cause and resolve your issue, we will immediately take action to investigate!

Estimated feedback time: 2-3 working days, the logistics company has already arranged an investigation! We promise to contact you with the details as soon as we receive clear feedback.

If it exceeds the expected investigation time, please continue to contact us.

Thank you for your understanding

Stella



Your order is on the way

Hi G Your order is on the way to you. Track your shipment to see the delivery status.

Tracking number Carrier

JH6381392327CN other

Please trace your parcel via:<https://www.track718.com>

[View Your Order](#)OR[Visit Our Store](#)

Order Number. HJR-33939158

help@hx-customerservice.info

From:help@hx-customerservice.info

To:g

Tue, Jun 30 at 11:50 PM

Dear customer:

We are very sorry for the inconvenience caused to you. In order to save you time in communication with us, we are willing to apply for the highest refund rate for you, which can reach 70%

This is our company's highest refund request. If you agree to this plan, we will immediately arrange a refund for you. We understand your dissatisfaction and disappointment, and once again apologize for the inconvenience caused. I believe this plan can bring you reasonable compensation, and I sincerely hope you can accept it!

Customer Service Center
Ivy Miller

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