

# My second (2022-12-05) conversation with the Trendyol Customer Experience Team about the missing delivery 2166334479

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12/26/22, 11:31 PM

Gmail - About Your Order



Dmitry Fediuk <dfediuk@gmail.com>

2 messages **about your order**

Trendyol **Support** <destek@email.trendyol.com> Mon, Dec 5, 2022 at 3:36 PM Reply-To: Trendyol <reply-fec017747c640d7b-20\_HTML-578504627-100004444-147723@email.trendyol.com> To: dfediuk@gmail.com



Our dear customer,

We called you 05\*\*\*\*\*63 but could not reach you. Your order with the delivery number 2166334479 has been given to Kolay Gelsin Cargo with the post code 24355644. Your product appears to have been delivered. If you have not received your product, please contact us via Trendyol Assistant.

Thank you for your understanding and we wish you pleasant shopping.

Trendyol Customer Experience Team

You can reach Trendyol Customer Services between 08:30 and 00:00 on weekdays and weekends by clicking on My Account > Trendyol Assistant icon.

Turkey's Trendyol



For Trendyol mobile application



Product prices may change over time. If you want to unsubscribe from campaign and announcement e-mails, My **Membership Information** You can change your [preferences on the page](#).

Contact: DSM Grup Danışmanlık Yönetim ve Satış Ticaret A.Ş.  
Maslak Mahallesi Saat Sokak Spine Tower No: 5 Inner Door: 19 Sarıyer / İSTANBUL Tel No:  
+90 (212) 331 3250 Mersis No: 0313055766900016

**Dmitrii Fediuk** <dfediuk@gmail.com> Mon, Dec 5, 2022 at 4:44 PM To: Trendyol <reply-fec017747c640d7b-20\_HTML-578504627-100004444-147723@email.trendyol.com>

Yes, I did not receive the order with delivery number 2166334479.

I think the order was stolen by an Easy Go carrier.

Also, I do not know Turkish, so I prefer to communicate in writing.

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