

**Subject:** Re-Evaluation declined – Order# 1037678261493913  
**From:** "PH Re-Evaluation Team" <[dispute\\_ph@care.lazada.com](mailto:dispute_ph@care.lazada.com)>  
**Sent:** 1/21/2026 5:25:15 PM  
**To:** [svtorres1975@yahoo.com](mailto:svtorres1975@yahoo.com)

Hi Scott Vanne Torres ,

We have reviewed the Re-Evaluation case# 3030400002484081 and regret to inform you that the Re-Evaluation request has been declined as the return request was found to be invalid.

Resolution reason: Buyer unable to provide valid proof

Please click on the link provided below to view the details of this Re-Evaluation request.

On Desktop: Click here <https://my.lazada.com.ph/customer/returns/view/?requestType=return&reverseOrderId=798459841893913>

On Mobile: Click here [https://my-m.lazada.com.ph/return/return-details?wh\\_weex=true&reverseOrderId=798459841893913&anchorReverseOrderLineId=798459841993913](https://my-m.lazada.com.ph/return/return-details?wh_weex=true&reverseOrderId=798459841893913&anchorReverseOrderLineId=798459841993913)

Case Comments:

Dear, buyers. We regret to inform you that we are unable to continue the return process at this time because items must be returned in their original condition (product labels, tags and/or security seals must be intact and undamaged), unworn, unwashed, unaltered and unused. We have made the decision to reject your dispute. Thank You.

Best Regards,

Lazada Team

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