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Eric Baculinao, NBC News China Bureau Chief

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Sapna Maheshwari, BuzzFeed Senior Business Reporter

E: sapna.maheshwari@buzzfeed.com

Dear Mr. Baculinao and Ms. Maheshwari:

Shenzhen Globalegrow E-Commerce Co.,Ltd. ("Globalegrow") has recently been mentioned in an article from BuzzFeed. That article contains inaccurate information.

Globalegrow would like to set the record straight:

Globalegrow owns several popular fashion websites, such as Sammydress and Rosegal, that offer great products at low prices. We are able to keep prices low by partnering with thousands of different suppliers who provide many of the photos used on our websites.

The BUZZFEED article states that people should not shop at our websites (*"JUST SAY NO TO THE DRESS," Sapna Maheshwari & Beimeng Fu, April 5, 2016* "[U]sing images stolen from across the web, sketchy retailers are selling ultra-discounted clothes to women on Facebook" <http://www.buzzfeed.com/sapna/say-no-to-the-dress#.dqnaaz6LY>). Indeed, it appears that the purpose of the article is to dissuade existing and potential customers from shopping at Globalegrow by implying that most of our customers are unsatisfied. Nothing could be further from the truth. In fact, the vast majority of our customers from all over the world are overjoyed with our products. That's why our websites have millions of likes on their Facebook pages. Other third parties, rating our sales service on their websites, confirm this.

A primary example can be found on [ressellerratings.com](http://www.resellerratings.com) (see http://www.resellerratings.com/store/Sammy_Dress) which is a popular ratings

website for web retailers. With respect to Sammydress, out of a total of 8,494 reviews, Sammydress has an overall score of 8.44 out of 10.

Another example is Trust Pilot (see

<https://www.trustpilot.com/review/sammydress.com>). With respect to Sammydress, out of a total of 1,254 reviews, it has an overall score of 7.9 out of 10.

Further examples can be found by third-party customer reviews on YouTube (and other internet video posts) attesting to the quality and service of Globalegrow retailers:

- <https://www.youtube.com/watch?v=j5zL17GgBM8>
- <https://www.youtube.com/watch?v=NTljDEXXLE>

Although the vast majority of our customers are overjoyed with our products and pricing, like other major web retailers, we do, from time to time, receive customer complaints. A very small percentage of our customers have complained that the products that they receive do not match the product description or photo. Globalegrow takes these complaints very seriously.

As we said before, one of the ways we are able to keep our prices so low is by partnering with thousands of different suppliers who provide many of the photos used on our websites. After an internal review, we have learned that, sometimes, our suppliers provide us with inaccurate photos of their products. In rare cases, the photos may have been copied from other sites.

Globalegrow has a zero tolerance policy when this happens and, once confirmed, we immediately terminate our relationship with such suppliers.

Further, Globalegrow has instituted a 4-step process to eradicate potential infringement claims including supplier assessment, daily monitoring and prevention and infringement identification.

We have changed (and continue to improve) our customer return policy at: <http://www.sammydress.com/m-article-id-16.htm>. This customer policy ensures that if a customer is not satisfied with the product and solution that she can obtain a refund more readily. We have also made our customer service department responsive 24 hours a day and 7 days a week.

Globalegrow's goal is to provide high quality products at low factory prices. We work hard to reply to every customer within 24 hours and to ensure that our customers are 100% satisfied. We are fully committed to offering the best possible shopping experience and customer service and resolving all disputes to the customer's satisfaction. We invite you to check out our fashion sites, such as Sammydress and Rosegal, and find out why we have millions of likes on our Facebook pages.

Sincerely,

The Team at Globalegrow