

RK Door Solutions

Locksmith Vancouver

Vancouver, B.C. V5Z 1E7

November 27, 2019

Connor Runnalls

3952 W 22nd Ave

Vancouver, B.C. V6S1K1

Dear Mr. Runnalls,

Thank you for your email with regards to this issue. We are pleased to hear that aside from the complaint, your overall experience with our company was positive. In addition, we apologize for the miscommunication that led to your complaint.

As noted in your written complaint, our base rates for services do start at \$45, and range in wide varieties based on the situation. Unfortunately, it is more challenging to provide anything more than a broad estimate as it is context-bound, and depends on the processes required for resolving the issue at hand. Our standard rate for lock picking, as required in your circumstance, is \$90. We understand the aggravating nature of such miscommunications, and while we try to limit these forms of miscommunication as much as possible, they are bound to occur when asked to provide an estimate by customers. This is due to the differences in required solutions that can only be fully evaluated upon arrival.

We do value our customer satisfaction, and the insight provided. As such, we at RK Door Solutions would like to propose the following compromise. We would be willing to provide the full \$45 compensation on the condition of a written review of your positive experience. Thank you for reaching out. We hope that you will strongly consider this offer as it is important for us to maintain positive relations with our customers. We are proud of the diligent and efficient services provided to help our customers in situations similar to yours and will do everything we can to ensure a positive experience. If you have any further questions, comments, or concerns, please don't hesitate to email back at john@Rkdoorsolutions.com

Sincerely,



John Doe.