

Connor Runnalls

3952 W 22nd Ave

Vancouver, B.C. V6S1K1

November 27th, 2019

RK Door Solutions

Locksmith Vancouver

(Address Not Provided)

Vancouver, B.C. V5Z 1E7

Dear management of RK Door Solutions,

I am writing to report a complaint that arose from a service provided on November 24th, 2019, between the hours of 3:30 and 4 PM.

I had called in an hour and a half prior to the arrival of your employee Omri. I was actually quite delighted by how quickly he was able to come and help unlock my bedroom door after I had locked my keys inside. With that said, when talking to your employee on the phone, I was assured the cost would be the \$29 service fee with a \$45 per hour fee added. Upon Omri's arrival, I was notified that the cost would be \$90. I was confused, but also desperate to get into my room as I was in a hurry.

Unfortunately, I have yet to receive any form of an invoice from the service and do not have the invoice number. However, I would appreciate clarification as to why I was told the service would be half the price it ended up being, and if there is any sort of compensation that can be reached. Based on reviews, it appears as though this is not the first time that your services have been estimated at \$45 and then charged otherwise at higher prices. I would like a return on the \$45 as estimated by your employee. I feel as though that is reasonable, and would not like full compensation for the 90+ as your company did a fantastic job otherwise.

I am very grateful for the prompt service. However, it would be helpful if your website listed a general quote for specific services in order to help avoid these types of miscommunication. Thank you for your time and understanding in this matter, I hope a resolution to this complaint can be arrived at seamlessly.

Sincerely,



Connor Runnalls