

Bracelayer Apparel Ltd  
409 Hillside Ave  
Victoria, BC, V8T 1Y6

March 14, 2017

Michael Webb  
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Subject: Order 71596 Exchange

Hello Mr. Webb,

Thank you for reaching out to us with your concern, we appreciate your business and customer satisfaction in terms of service and the products that we make. We would also like to thank you for your business over the last year.

We have a strict policy concerning the exchanges of our products; unfortunately it is that we only allow for one exchange to occur for each product purchased. We are sorry for any inconvenience that this causes, however due to the size of our company and that we are only available online we are unable to accommodate a large amount of exchanges, particularly on the same product.

That being said, there is a couple of things that I can try to do I order to help you; the first is that it is important to know that the leggings are not to be worn in the same way as normal pants, please see our website or the information that arrived with your shipment for more details on this. If this does not help, I cannot offer you an exchange but I can offer you 75% off your next purchase if you choose to order a larger size. Please email me and I will put that order through for you.

We truly value your business and hope that this is able to help you.

Sincerely

Dan

Sales  
Bracelayer Apparel Ltd