

Michael Webb
2055 W15th Ave
Vancouver, BC
V6J 2L4
778-874-0987
webbmichael9@gmail.com

March 13th, 2017

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

Attention: Sales
Subject: Order 71596 Exchange

Although they are a new company, Bracelayer Apparel is gaining in popularity, particularly in the Pacific North West. I have now purchased myself two pairs of compression leggings and when I received one of your updates for a sale I decided it was time to purchase some for a friend as a gift. This is the order that I am writing to you about today.

I placed an order during your 25% off sale on November 22, 2016, although ordered early these were intended as a Christmas present. The pair that was ordered arrived promptly and in perfect condition. Unfortunately they were too small for the recipient and you gracefully accepted an exchange on December 28, 2016.

I understand that I have not been the easiest customer for your online business, but I am asking if it would be possible to once again exchange the product for a larger size. I am sorry for this constant exchange but following the sizing chart on your website, the original pair that was ordered should have been the right size. I understand that they are a different style of pant and therefore the sizing is difficult to convert.

I have thoroughly enjoyed your product and the recipient of these pants is very excited to use them in her next marathon, I would love if there is a way that we can exchange these pants one more time.

Thank you for your time.

Sincerely,

Michael Webb