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2329 West Mall
Vancouver, BC V6T 1Z4

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Gravity Pope
2203 West 4th Avenue
Vancouver, BC V6K 1N9

Attention: E-Commerce Department
Subject: Shoes Never Delivered

This summer, I ordered a pair of shoes and they were never delivered. I would like to have the purchase to be refunded.

I purchased the shoes via your e-commerce store in June 2018. The e-receipt I received via email has the transaction number #34589374536. The shipping reference code is AO24535.

Canada Post has officially marked the package as lost. Since all packages must be left with the concierge upon delivery, I am certain the shoes were never delivered. Until this misunderstanding, the service has been excellent and the picture of the shoes was beautiful.

Please let me know how to go about receiving a refund for my missing shoes.
Yours truly,

Madeleine Leroux