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July 26th, 2020

Second Closet  
2525 W 41st Ave,  
Vancouver, BC V6N 3E7  
Canada  
Phone Number:1+ 888 800 2824  
Email: [hello@secondcloset.com](mailto:hello@secondcloset.com)

Dear Mr Deigo Marquez,

I appreciate the help which SecondCloset has given to me. It is a relatively cheap form of storage. This has helped me save a lot of money. Besides this, I appreciate the pick-up service that is provided. This has been incredibly convenient for my schedule. But the last experience has discouraged and distressed me.

I have just noticed that on July 20th, there was a withdrawal of CAD 50, from my account, for a cancellation fee. This fee is connected to an order I cancelled on the 18th of July for a box pick up on the 19th. I was under the impression that I could make changes to my Second Closet order as long as it was before 12 PM a day before without any extra cost. I believe I did.

Anyway, I was hoping to get a refund for the cancellation fee or possibly the money in the form of store credit.

This was probably a minor misunderstanding, and I look forward to this issue being solved quickly. So we may continue this mutually beneficial relationship.

Sincerely,



Siddhartha Gupta