

Second Closet
3535 W 41st Ave,
Vancouver, BC V6N 3E7
Canada
Phone Number: 1+ 888 800 2824
Email: hello@secondcloset.com

July 28th, 2020

Siddhartha Gupta
304, Meridian, Manpada
Thane West, Mumbai, 421204
Phone No.+91 8130245184
Email: siddhero97@gmail.com

Dear Mr.Siddhartha Gupta,

We appreciate you reaching out to us, and we hope to do all we can to resolve this matter.

We are happy to hear that our services have helped you with your moving needs. You are correct; here at Second Closet, you can make changes a day prior before 12 PM. However, for future reference, these changes include adding or removing boxes. Any cancellation made within 48 hours of your order comes with a cancellation fee.

Since you requested your cancellation within that period, you will have to pay the cancellation fee.

I understand you were likely not aware of this when you cancelled the order. Since I believe it was an honest mistake, we will reduce the fee by 25%. We apologize for the inconvenience.

Best regards,

A handwritten signature in black ink, appearing to read "Deigo".

Deigo Marquez

Customer Service Agent