

From: Karyna Shuliak <[REDACTED]>
To: BOA BOA <[REDACTED]>
Subject: Re: order confirmation
Date: Mon, 03 Dec 2012 18:21:11 +0000

Yes, sorry for inconveniences.

On Monday, December 3, 2012, BOA BOA wrote:

Hi there,
Let me confirm-you're saying you want to keep the rug now?

On Mon, Dec 3, 2012 at 12:47 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi Boa,
Please disregard my request .
Thanks.

On Sunday, December 2, 2012, BOA BOA wrote:

Hi Karyna,

I was off Fri/Sat so I just received your message and email. I will initiate the return process. Please put the rug back in it's original package so Fedex can pick it up. Once we receive the return we will credit your card minus the 10% re-stocking fee and shipping.

Thank you!

On Fri, Nov 30, 2012 at 2:09 PM, Karyna Shuliak <[REDACTED]> wrote:

Dear Boa,
I would like to return the thatch rug , that I have purchased from your store. Please advice what needs to be done in order to complete the return. You can eather email me or call my cell [REDACTED]
Thank you,
Karyna.

On Nov 6, 2012, at 11:48 AM, BOA BOA wrote:

Good morning Karyn,

Thank you for calling back to place your order. I've attached a copy of the receipt for your records.

Please call or email me if you need anything else.

Warm Regards,

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BOA
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