

**From:** Webshop <[REDACTED]>  
**To:** "[REDACTED]" <[REDACTED]>  
**Subject:** SV: Message from site!  
**Date:** Thu, 01 Mar 2018 15:14:01 +0000

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Hi  
im very sorry that no one has replied to you, and that it took so long,  
please let me know what i can do?  
do ypu want me to book a dhl pick up?

Kind regards/vänliga hälsningar,

Cecilia Rosenberg

Nathalie Schuterman  
Birger Jarlsgatan 5

[REDACTED]  
[REDACTED]  
[REDACTED]

Follow us on Instagram! [REDACTED]

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Från: [REDACTED] <[REDACTED]>  
Skickat: den 24 januari 2018 17:15  
Till: [REDACTED]  
Ämne: Message from site!

Sender: [REDACTED]  
Name: Karyna shuliak  
Message: Dear Sir or Madam,

I am surprised to learn that after the multiple attempts to reach the customer service, I still have no response. I have sent emails, but no one replied. I have called the store and the webshop during the work hours, but no one answered either.  
Once again, I need an assistance with returning my order number 12409. I can not send the package back without the return number. Please contact me ASAP.

Thank you,  
Karyna Shuliak