

From: "Sandra C. (Postmates Support)" <[REDACTED]>
Cc: Karyna Shuliak <[REDACTED]>
Subject: Postmates Delivery for [REDACTED] from Bouchon Bakery
Date: Wed, 07 Mar 2018 22:38:07 +0000

Support request (5229981). Reply to this email to add a comment to the request.

Sandra C. (Postmates)

Mar 7, 4:38 PM CST

Hi Karyna,

After looking into your Bouchon Bakery order, I see that it didn't arrive. I understand how it feels when you don't get what you expect so I apologize for this experience and want to help get this resolved for you quickly.

I've gone ahead and removed all pending charges from this order. Any authorization hold you may see could take up to 5-10 days to be available to you again, but may be sooner depending on your banking institution's processing times.

I appreciate you bringing this to my attention so I can follow up with all parties involved and ensure this doesn't happen again.

Sincerely,

Sandra C.
Customer Service Professional
Postmates

Karyna Shuliak

Mar 7, 4:36 PM CST

Hi Barbara,

I did not receive anything so far. Does the Postmate have a name of the person who they gave it to?

On Mar 7, 2018, at 5:33 PM, Barbara S. (Postmates Support)
<[REDACTED]> wrote:

Barbara S. (Postmates)

Mar 7, 4:33 PM CST

Hi [REDACTED],

Thanks for reaching out regarding the delivery of Bouchon Bakery. I see that you reported you did not receive your order, and I have gone ahead and investigated this issue for you immediately.

After reaching out to your Postmate, I confirmed that they were able to deliver your order to you personally.

I sincerely apologize for the confusion, but we will be sure to reach out to your Postmate to make sure this doesn't happen again. If you still have not received your order, please let us know and we would be happy to continue working to get this resolved for you.

Sincerely,

Barbara S.
Customer Service Professional
Postmates

[REDACTED]
Mar 7, 4:26 PM CST

Hi Postmates,

I'd like to report the following about my recent order from Bouchon Bakery:

* Order was never delivered

Thank you.