

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

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Your request has been updated. To add additional comments, reply to this email.

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**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