

From: [Accounts Payable](#)
To: [Sally Mills](#)
Subject: Re: Cancelled Contract CA7279733
Date: Friday, April 9, 2021 2:24:19 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Good Afternoon Valued Customer;

Thank you for your email in regards to the refund of your deposit. Your file has been reviewed by Upper Management and your refund has been approved. You will receive notification when your file is ready to be processed in the Accounting Dept. Typically, refunds are sent out within a timeline of 30-90 business days, depending on each client's specifications and circumstances around that account. Not every client's situation is the same so the timeline can vary. However, the standard is usually 30 business days.

Thank you for your time and patience in this matter.

On Fri, Mar 19, 2021 at 4:29 PM Sally Mills <smills@senegence.com> wrote:

Hello!

I am checking on the status of the refund of my deposit. I cancelled within the cancellation period and it has now been well over 30 days. My cancellation date was 01/21/21. Please see my mostly ignored email string with the cancellation department. The amount due is \$622.00

Thank you so much!



Sally Mills, CPP

Manager, Payroll

25892 Towne Centre Dr.

Foothill Ranch, CA 92610

p: 949.521.6161, x 1038

c: 714.910.5718

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Thank you for your time in this matter.
Sincerely,

Accounts Payable Team
US Pros Moving & Logistics