



Dov kauderer &lt;dkauderer@gmail.com&gt;

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**Your estimated PODS service window**

2 messages

**PODS Customer Care Team** <podscustomer@email.pods.com>

Fri, Jul 16, 2021 at 6:33 PM

Reply-To: PODS Customer Care Team &lt;reply-fe5e16757d61067c7011-226968\_HTML-1089437321-1300498-11648@email.pods.com&gt;

To: dkauderer@gmail.com

**YOUR ESTIMATED SERVICE WINDOW IS BELOW.****1:45 PM and 4:45 PM****Customer Number: 143052119****Order Number: 2905113****Service Date: 07/17/2021****Dear Dov,****THANK YOU FOR CHOOSING PODS!**

Your estimated 3-hour window for your upcoming service is posted above.

While being on time is a priority, sometimes uncontrollable stuff like traffic or weather can delay us. For the most up-to-date information, log into your account at [MyPODS.com](https://my.pods.com) on the day of your service.

- There is no need to call and confirm your service – we are on it!
- To support our social distancing efforts, please keep in mind you do not need to meet and greet your driver. We're a contactless delivery and pick-up service. While sometimes our customers have questions about the container and may consult with the driver for information, the health and safety of our associates and customers in these unprecedented times is very important. Please visit [this page](#) on our website for the precautionary measures we have put in place regarding COVID-19.
- **Learn how to PACK AND LOAD YOUR CONTAINER with our [video and tips!](#)**
- If you need to reschedule, we are happy to help. While we can't change your service window for tomorrow, we can reschedule for a different day. Just call us ASAP.
- Before delivery or pick-up, please clear an area 12 ft. wide, 15 ft. high, and deep enough to fit the length of your container. Please make sure the space is clear of obstructions such as low-hanging branches and sprinkler heads.
- Schedule all of your preferred container delivery and pick-up dates as soon as possible before they sell out. In most areas, **at least 10 days' advance notice is needed** as more people are moving this summer than in previous years. Some areas may require more notice. Visit [MyPODS.com](#) to get started.

**We're here to help!** Log into your account at MyPODS.com to chat with our Customer Care Team or give us a call at **855-671-7637**.

## Get More Than Portable Containers

- ✓ **Need Packing & Loading Help?** We can connect you to an independent labor referral company who'll recommend professional movers in your area with experience loading our containers. [Learn more](#)
- ✓ **Need Boxes & Other Moving Supplies?** Get FAST, FREE SHIPPING on all orders! [Learn More](#)

## Want a Little Extra Peace of Mind?

Check out the link below to learn more about PODS Content &  
Container Protection Options.  
General information

# PODS®



PODS Enterprises, LLC  
13535 Feather Sound Drive - Clearwater, FL 33762

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**Dov kauderer** <dkauderer@gmail.com>

Mon, Jul 19, 2021 at 4:08 PM

To: PODS Customer Care Team <reply-fe5e16757d61067c7011-226968\_HTML-1089437321-1300498-11648@email.pods.com>

This pod was never delivered. I have spent hours on the phone with customer service and no one can seem to answer why it was never delivered or when it will be. My move on Sunday now had to be moved into my mothers home and I have to pay movers again once this pod is delivered. The fact that the pod did not show up, there has been no correspondence regarding when it will get delivered, and that on one at the company can tell me what is going on is extremely alarming!

I am still awaiting a response from the countless inquiries I made regarding a delivery and I am expecting for Pod to compensate me for the extra expenses of hiring movers a second time.

Please advise ASAP as I have no where to put my belongings at the moment.

Dov kauderer

Sent from my iPhone

On Jul 16, 2021, at 6:33 PM, PODS Customer Care Team <[podscustomer@email.pods.com](mailto:podscustomer@email.pods.com)> wrote:

[Quoted text hidden]