



(954) 900-5940

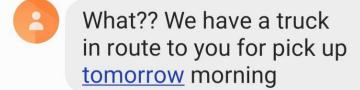


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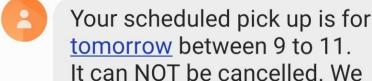


2·46 PM

We booked the Uhaul. You can cancel tomorrow



3:07 PM



It can NOT be cancelled. We are complying with all your request I don't understand?

3:34 PM

I didnt hear anything from you, had to get the uhaul. House has to be empty by 11 so it wouldnt work

4:15 PM

My request was to move out on the 29th

4:17 PM

Even if we went off the initial quote we requested a 2 day window for pick up. The 29th or the 30th. Specific time restrictions were never





























in route to you for pick up tomorrow morning

3:07 PM



Your scheduled pick up is for tomorrow between 9 to 11. It can NOT be cancelled. We are complying with all your request I don't understand?

3:34 PM

I didnt hear anything from you, had to get the uhaul. House has to be empty by 11 so it wouldnt work

4:15 PM

My request was to move out on the 29th



Even if we went off the initial quote we requested a 2 day window for pick up. The 29th or the 30th. Specific time restrictions were never discussed. Weare within our agreed original dates.

Today uou requested a last minute morning pick up for











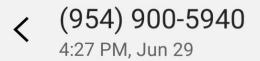








3:35 **□** • **□** 63% **■**



Even if we went off the initial quote we requested a 2 day window for pick up. The 29th or the 30th. Specific time restrictions were never discussed. Weare within our agreed original dates. Today uou requested a last minute morning pick up for tomorrow. Which we are going to do that too. We have made all the arrangements within our contractual obligations to you. And now you're cancelling. So I will let my dispatch know to cancel the truck. I will tell you that your deposit will be non refundable.



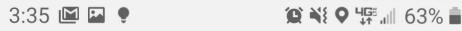


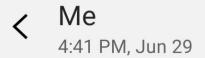
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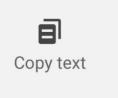
First quote had the correct pickup date as the 29th.

We had a two day window for delivery of the 30th/1st. You and I even discussed this in detail of how that would work out nicely because we were closing tomorrow on the 30th.

Then you even said on the phone <u>today</u>, "How did that happen "when looking over the paper work. Because you realized it was wrong.

I then tell you <u>today</u> that we can work it out as long as the movers are out of here by <u>11 am</u> <u>tomorrow</u> and we can still deliver on the first. You then say again let me work on that.

I didnt hear back from you until now at 4:00 that we had a truck coming and if we could hit an early time window, so I had to make other arrangements in order to be out of the house before closing.





3:36 🖭 🖭 🌻

(954) 900-5940 4:54 PM, Jun 29

Alex just so we're clear all of our reservations have a 2 day pick window. It's our policy. Originally we had pick up for the 29th or 30th with a delivery of July 1st. Then it was switched to the 30th and the 1st. Which I'm not sure why...I spoke to you and I explained to you that they were working out the morning slot for tomorrow but had not given the specific time. These types of matters take some time to confirm with the driver, routes, traffic etc.I'm giving you information in real time as best I can. We can be there tomorrow

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