

Service failure

Move Smart <info@movemesmarter.com>

Sun 11/29/2020 7:44 AM

To: lauratds@hotmail.com <lauratds@hotmail.com>

Due to unfortunate circumstances we are unable to service your original requested dates. While we try our hardest to get the dates requested serviced we can not guarantee that those dates are serviceable. If your dates are flexible, we may be able to reschedule for another set of dates however, it is possible your pick up location has limited carrier availability. We understand moving is essential and you may need to find other services so we have begun the process of refunding you and crediting your account.

Your information is being submitted to the billing department.

You will receive your credit of \$1452 in the same form of payment you gave for your deposit.

Please allow 4-5 business days for processing on our end.

Once your refund is processed you will receive an email with a refund receipt.

If you paid with a credit card, It will take 2-3 business days to show back in your account.

You can always call your bank to check and see if the refund is pending.

If you paid via check (account & routing), please reply with confirmation of an address where you would like your check mailed to.

Sincerely,

Sarah Norcia

Customer Service Representative

Move Smart Relocations

888-588-3451x 2

info@movemesmarter.com

<http://www.movemesmarter.com>

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