
From: Luciana Vargas
Sent: 13 April 2021 08:44
To: ParcelCompare Accounts
Subject: RE: Notification of payment received

Re-sent for the 2nd time. Please confirm status asap.

Sent from [Mail](#) for Windows 10

From: [Luciana Vargas](#)
Sent: 08 April 2021 17:35
To: [ParcelCompare Accounts](#)
Subject: RE: Notification of payment received

Re-sent.

Sent from [Mail](#) for Windows 10

From: Luciana Vargas <vargas_luciana@hotmail.com>
Sent: Thursday, April 8, 2021 5:29:24 PM
To: ParcelCompare Accounts <accounts@parcelcompare.com>
Subject: RE: Notification of payment received

Dear Parcel Compare,

I have attempted to complete a purchase order of an international parcel and an error message came up from your website. I tried it 3 more times and the same error message appeared. I then tried to complete the order via Paypal. PayPal confirmed that payment went through, and yet I received the same error message, with no completion of my order.

I checked my credit card statement online and I confirm that all 4 orders went through, as follows:

@21:13 pm - £28.23, via credit card

@21:13 pm - £28.90, via credit card

@21:13 pm - £28.90, via credit card

@21:13 pm - £28.90, via PayPal

Please cancel and refund all 4 payments, in a total of £ 114.93, as service has not been confirmed.

I look forward to hearing from you.

Kind regards,
Luciana

Sent from [Mail](#) for Windows 10

From: [ParcelCompare Accounts](#)
Sent: 08 April 2021 16:40

To: [Luciana Vargas](#)

Subject: Notification of payment received

- Please type your reply above this line -##

Thank you for your request for credit, your case reference number is: 2897006

We will review and resolve your query within 5 working days.

Thank you in advance for your patience.

Kind Regards

ParcelCompare Support