

ATTN DENISE-3RD REQUEST - Fw: For Denise - Re: Order Cancelled (Order: 69583)

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From: F. Gibbs (ffgibbs01@yahoo.com)  
To: customerservice@rogerflorist.com  
Date: Tuesday, November 29, 2022 at 05:14 PM EST

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Hello Denise,

I am awaiting a response from you regarding refund of \$75.95 for order (# 69583) placed on 25 Nov 2022 & cancelled by your shop on same day due to unavailability of delivery.

This is my third request via email regarding status and 3 weeks with no refund in sight. Per my most recent conversation with my bank, no refund transactions are pending from your business.

As a customer, a response would be greatly appreciated so I know how to proceed moving forward.

Regards,

F. Gibbs

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

**From:** "F. Gibbs" <ffgibbs01@yahoo.com>  
**To:** "customerservice@rogerflorist.com" <customerservice@rogerflorist.com>

**Sent:** Fri, Nov 25, 2022 at 5:40 PM  
**Subject:** For Denise - Re: Order Cancelled (Order: 69583)

Hello Denise,

Checked my credit card account again, and still no refund. Contacted bank who says they have received no transaction from your shop to post refund.

It is now over a week a refund was expected. Please resubmit the refund and advise.

Regards,

F. Gibbs

[Sent from Yahoo Mail on Android](#)

On Mon, Nov 21, 2022 at 1:08 PM, F. Gibbs <ffgibbs01@yahoo.com> wrote:

Will do and thanks Denise.

[Sent from Yahoo Mail on Android](#)

On Mon, Nov 21, 2022 at 10:59 AM, Roger Florist Customer Service <customerservice@rogerflorist.com> wrote:

Hello Floretta,

My name is Denise and I am a manager at Rogers.

I have looked into the system and it shows me a refund on our end.

Please see below for our system receipt.

Would you please give it 1 or 2 more days and if you still do not see the refund please contact me direct by replying to this email and please put my name Denise on the subject line so it can forwarded directly to me.

Have a lovely day! I'm always here for you!

**ID: 69583**

Customer Name:	Floretta Gibbs Phone:(240) 418-3867
Total Amount:	\$55.99
Service Fee :	\$14.99
Tax:	\$4.97 - (Sales Tax)
Refund Total:	\$75.95

On 11/21/2022 10:55 AM EST F. Gibbs <ffgibbs01@yahoo.com> wrote:

Hello,

I am writing concerning a refund of \$75.95 owed for order placed on 11/11/2022 that was undeliverable per your email below.

I checked with my bank this morning and was advised they have seen no reverse/refund transactions from your business.

Please advise when I can expect to be refunded as it is now 7 days.

Your assistance is greatly appreciated.

Regards,

Floretta Gibbs  
P: 240-418-3867

[Sent from Yahoo Mail on Android](#)

On Fri, Nov 11, 2022 at 12:19 PM, Roger Florist Customer Service <customerservice@rogerflorist.com> wrote:

Hello Floretta,

This is to confirm that we had to cancel your order because it was undeliverable.

You purchased from us a very little while ago so we wanted to respond to you almost immediately so you can have a chance to go search for another flower service.

Sorry again but we cannot deliver to that address.

We issued a full refund to your card. Please allow 5-7 business days for the funds to appear on your account, if you used a debit card it may take a bit more time depending on your bank.

If you have any other questions, please reply to this email.

Thank you for understanding and I am always here for you!

Kind Regards,

Jackie Tyler

Customer Service  
Roger Florist

