

From: Raynelle Sibel <Raynelle.Sibel@endurance.com>
To: 'mlandel2012@aol.com' <mlandel2012@aol.com>
Subject: Demand Letter for Refund
Date: Thu, Jul 31, 2014 11:18 am
Attachments: Chargeback_Case_Detail.pdf (52K)

July 31, 2014

VIA POSTAL MAIL AND EMAIL To:

mlandel2012@aol.com

Michael and Elana Laham

PO Box 9761

Seattle, WA 98109

RE: Demand Letter for Refund

Dear Michael and Elana Laham,

My name is Raynelle, and I am contacting you on behalf of Endurance International regarding your letter dated July 26, 2014. While I never like to come across a matter like this I am nonetheless grateful to have been made aware.

I have to say that it is unfortunate that your experience with SEOGears was not a pleasant one, and I am sorry that the end result was not a successful one. In regards to your request for a refund of \$499.00 I show that the refund was processed by your bank on February 13, 2014 in the form of a chargeback. Attached, please find the chargeback documentation that was submitted to us. You will see that the finalization of the chargeback was completed on March 31, 2014. Therefore, I recommend contacting your banking institution to confirm that the funds were placed back in your account.

Again, I apologize for the experience you encountered, and wish you the best of luck in your online ventures.

Kind Regards,

Raynelle Sibel

Executive Response Manager

Endurance International Group

T: 602-716-5335

raynelle.sibel@endurance.com