



Sabrina Rickenback <sabrina@professionalmovers.com>

Professional Movers.com Move job

3 messages

Sabrina Rickenback <sabrina@professionalmovers.com>

Wed, Aug 7, 2013 at 5:10 PM

To: dan [REDACTED]

Good afternoon,

We completed your move this afternoon, and when the driver came back and was going thru his paperwork he realized that he over charged you by a half hour the corrected amount for you move is 3.75 hours x \$98.00=\$367.50 with a 5% discount of \$18.38 making your total for you move \$349.12. If it is possible could you mail us a check with the corrected dollar amount and we can either shred your check or write void across it and mail it back to you. Please let us know at your earliest convenience.

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Best Regards,

Sabrina Rickenback
Account Manager
[Professional Movers.com](http://ProfessionalMovers.com)
248-926-9999 Office

DANIEL HILL <danhill254@verizon.com>

Thu, Aug 8, 2013 at 11:54 AM

To: Sabrina Rickenback <sabrina@professionalmovers.com>

Dear Ms. Rickenback,

Thank you for your honesty. It's refreshing to see this kind of professional courtesy and integrity in this day and age. It was an honest mistake, and I appreciate your promptly correcting it.

Please shred the check I wrote Wednesday. I am mailing you a new check for the amended amount, \$349.12.

Thanks again. Your company's performance and employees live up to the name.

Sincerely,

Dan Hill [REDACTED]