

From: Sherri@furryfriendspetresort.com 
Subject: Re: [Indie Campers] Conversation with Sherri Canjar
Date: July 2, 2024 at 4:16 PM
To: Support reservations@indiecampers.com
Cc: support@transfercar.freshdesk.com



Thank you for your message.
I am attaching a screen print from the Transfercar website.
I am providing the link as well.
As you can see in the screen print below, that is actually miles and the relocation was supposed to go through the United States.
As I told you in our call, the website indicating that the allowed mileage as 2720 km is in error.
You have indicated that, contrary to the transfercar website, I am not allowed to take the vehicle into the United States and I am only allowed to drive the vehicle 2720 km.


These were not the terms I agreed to when I applied to do your relocation.
For this reason, I will be cancelling my offer to do your relocation.
Thank you!

Sherri Canjar

Selected trip [Send request](#)

Toronto

Share



RV Large - automatic

Only 2 left [Requested by 1 person](#)

Exterior length: 24' 1" (7.4m)
Exterior width: 9'9" without mirrors (2.51m) Exterior height: 12' (3.65m)

< July >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Free days

☐ Available

☒ Selected

Extra \$250 days

☐ Available

☒ Selected

It will cost you \$0/day

Free days: \$0 x 0 = \$0
Paid days: \$250 x 0 = \$0
You'll pay: \$0

0 days: \$0

[REQUEST THIS VEHICLE](#)

as at (650) 614-5418.

Jun 28 2024	Free days available	8
09:00 AM - 05:00 PM	Kms allowed	2720 Estimated route 2615 kms
Jul 17 2024	Extra days available	3 (\$250 per extra day)
09:00 AM - 05:00 PM		

Vehicle	Policy	Photos	FAQ
Yes			
up to 2,000 USD			
No			
No			
No			
<ul style="list-style-type: none">The driver must be at least 21 years oldA valid and full/unrestricted driving licence issued in the United States or Canada, -or- a valid driving licence from your country <p>*2,720 miles or 4,380 Kilometers allowed*</p> <p>"MANDATORY to keep receipts for refund (when Applicable) / LINK for submission will be sent after booking"</p> <p>"PET FRIENDLY"</p> <p>"SECURITY DEPOSIT MANDATORY UPON CHECK-IN (2,000 EUR - AMOUNT MAY VARY ACCORDING TO DAILY EXCHANGE RATE) *</p> <p>"POSSIBLE TO UPGRADE TO PREMIUM INSURANCE (LOWER DEPOSIT AND LIABILITY)"</p> <p>* Please note that the rental car companies can in some cases add small additional fees such as Sales, Concession, Facility and Vehicle license fee.</p> <ul style="list-style-type: none">Credit cards: yesDebit cards: Yes <p>TCID 549242</p>			



Rental Cars in Vancouver | RV Large
transfercarus.com

On Jul 2, 2024, at 3:58 PM, Farhan Aslam (Support) <reservations@indiecampers.com> wrote:

##- Please type your reply above this line -##

Your request (992166) has been updated. To add additional comments, reply to this email.



Farhan Aslam (Indie Campers)

Jul 2, 2024, 20:58 GMT+1

Good day Sherri,

This is Farhan from IndieCampers reaching out to you. I hope this email finds you well.

We would like to inform you that your booking allows for a travel distance of 2720 kilometers. If you require additional kilometers, you may purchase extra mileage at a rate of 300 kilometers per r

Regarding the relocation of the van, you have the option to relocate it as needed during your journey. Should you encounter any issues or have any questions during your trip, please do not hesitat

Wishing you a great day ahead!


Warm Regards,

Farhan Aslam
CE Booking Specialist



Sherri L Canjar

Jul 2, 2024, 17:50 GMT+1

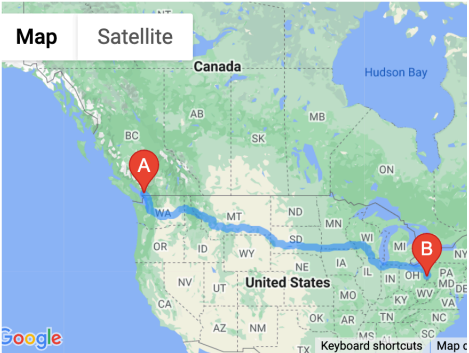


This relocation will cost you

Vancouver -> Tor

Map

Satellite



Any question? Call us at (650) 614-5...

Trip information

Earliest pickup date	Jun 28 2024	Free days available
Pickup time	09:00 AM - 05:00 PM	Kms allowed
Latest dropoff date	Jul 17 2024	Extra days available
Dropoff time	09:00 AM - 05:00 PM	

Additional details

Begin forwarded message:

From: "Sherri@furryfriendspetresort.com" <Sherri@furryfriendspetresort.com>
Subject: Re: [Indie Campers] Conversation with Sherri Canjar
Date: July 2, 2024 at 9:41:17AM EDT
To: Support <reservations@indiecampers.com>

I am still waiting for a resolution to my second call with you.
I was never given a transcript of the call.
Is the mileage going to be covered for this trip or not?
\\The original ad indicated that it would be.

On Jun 30, 2024, at 4:11PM, Support <reservations@indiecampers.com> wrote:

##- Please type your reply above this line -##

Your request (992166) has been updated. To add additional comments, reply to this email.



System (Indie Campers)

Jun 30, 2024, 21:11 GMT+1

(20:51:58) Indie Campers bot – FB: Hello, I am Indie Bot. I am here to triage your request in less than 30 seconds. First, can you tell me if you already have a booking with us?

Alternatively, you can type keywords to find useful information. More detail in the question, more accurate the answer is :)

YES, NO

(20:52:04) Web User 6681b75cd665b99aee070cb4: talk to a human

(20:52:06) Indie Campers bot – FB: Sure, no problem. Just share a few details, and I'll connect you with someone from our team.

(20:52:07) Indie Campers bot – FB:

(20:52:24) Web User 6681b75cd665b99aee070cb4: Name: Sherri

Email: sherri@furryfriendspetresort.com

(20:52:26) Indie Campers bot – FB: Dear valued clients, we appreciate your patience as we work to assist you. We are doing our best to assist everyone in a timely manner and will con

(20:52:57) Eman Jawwad: Hey

Thank you for contacting IndieCampers. My name is Eman Jawwad and I am glad to assist you today.

(20:53:06) Sherri: Hello, Eman!

(20:54:00) Sherri: I went to a website called [transfercar.ca](https://www.transfercar.ca). They work with companies like Indie to relocate vehicles.

(20:54:25) Sherri: I volunteered to relocate an indie rv from vancouver to toronto this coming Friday

(20:55:08) Sherri: I recieved a message from Transfercar indicating that Indie accepted me as a driver and that I should get confirmation directly from Indie

(20:56:32) Sherri: I haven't received an email from Indie yet so I called the phone number that was given to me in the email. the lady from Indie told me to speak to you through the c

(20:58:06) Sherri: Hello? are you there?

(20:58:24) Eman Jawwad: Can you please provide me with the email address on which you made the reservation?

(20:59:05) Sherri: sherri@furryfriendspetresort.com

(20:59:40) Sherri uploaded: Screenshot 2024-06-30 at 3.58.28PM.png

URL: https://indiecampers.zendesk.com/sc/attachments/conversations/6681b75cd665b99aee070ce0/kFSY_ZVhuc1fNnQdZKhv_dh/Screenshot%202024-06-30%20at%203.58.28%E2

Type: image/png

Size: 450795

(20:59:46) Sherri: This is a part of the email

(21:01:41) Eman Jawwad: I have sent you a confirmation email please check

(21:02:20) Sherri: I did get it! Thank you!

(21:02:42) Sherri: I will get the rest of what you need together. Thank you so much for your time

(21:10:03) Eman Jawwad: You're most welcome

(21:10:08) Eman Jawwad: Thank you for choosing IndieCampers. It was pleasure assisting you. Have a great day ahead! Please feel free to rate this chat once ended

<https://indiecampers.com/>

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Sherri L Canjar

Jul 2, 2024, 14:42 GMT+1

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