

To: Natalia Molotkova
From: [REDACTED]
Sent: Mon 3/18/2019 8:57:57 PM
Subject: Re: [REDACTED] - refudn request

Appreciate you keeping tabs on it for us

Sent from my iPhone

On Mar 18, 2019, at 4:50 PM, Natalia Molotkova wrote:

It took forever to get respond from Delta, I already involved our sale manager, finally. Sorry. It is always very tricky with partial refunds, you never know, if there is any value left.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Ha. Ok. Thanks for keeping on top of it. Oh well

Sent from my iPhone

I finally got respond on refund request fro cancelled (partially used) ticket for nothing to refund.

Hello

RE: Case Number 29841970

Thanks for contacting us. I'm happy to help with your request regarding ticket number 0067236583544.

We're sorry you couldn't use your ticket as planned.

We recalculated the fare based on the actual travel. The base fare for the flown part of the ticket is 3542.00 EUR. Since this amount plus taxes and carrier imposed fees equals or exceeds the fare paid, a refund isn't due.

We appreciate your business and hope you'll continue to choose Delta, our Connection Carriers and our SkyTeam partners for your future air travel needs.

Regards,

Stephanie Lew
Refunds Solutions Specialist

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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