

Date:28/03/2008

Ms Stewart
Fyning Barn
Rogate
GU31 5EF

Ref: 41812

Dear Ms Stewart

We are writing to you with regards to the order you placed with us on 25/09/2007 09:36:27 through www.shop-com.co.uk, reference number 41812. We note that your order was despatched from our warehouse on 25-September-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.94 is outstanding. We will need to charge this amount to your card, digits ending 8360, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Mitchell
25 Douglas Gardens
DG12 5LD

Ref: 42265

Dear Ms Mitchell

We are writing to you with regards to the order you placed with us on 26/09/2007 11:26:58 through www.shop-com.co.uk, reference number 42265. We note that your order was despatched from our warehouse on 02-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £12.94 is outstanding. We will need to charge this amount to your card, digits ending 4340, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Flynn
94 Wigford Road
Dosthill
B77 1LZ

Ref: 45354

Dear Ms Flynn

We are writing to you with regards to the order you placed with us on 04/10/2007 14:29:40 through www.shop-com.co.uk, reference number 45354. We note that your order was despatched from our warehouse on 04-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £22.94 is outstanding. We will need to charge this amount to your card, digits ending 4660, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Loader
7 Tulip Close
TW12 3SA

Ref: 46993

Dear Mr Loader

We are writing to you with regards to the order you placed with us on 09/10/2007 08:46:52 through www.shop-com.co.uk, reference number 46993. We note that your order was despatched from our warehouse on 09-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £74.94 is outstanding. We will need to charge this amount to your card, digits ending 9010, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Gourtsoyannis
10 St George's Court
George Street
RM1 2EB

Ref: 47526

Dear Mr Gourtsoyannis

We are writing to you with regards to the order you placed with us on 10/10/2007 14:15:43 through www.shop-com.co.uk, reference number 47526. We note that your order was despatched from our warehouse on 10-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.92 is outstanding. We will need to charge this amount to your card, digits ending 2970, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Treutler
95 Ewell Road
KT6 6AH

Ref: 47755

Dear Mr Treutler

We are writing to you with regards to the order you placed with us on 11/10/2007 11:28:50 through www.shop-com.co.uk, reference number 47755. We note that your order was despatched from our warehouse on 11-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £54.92 is outstanding. We will need to charge this amount to your card, digits ending 7330, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Thompson
Hawthorne Hill
Whitmore
ST5 5HR

Ref: 49385

Dear Mr Thompson

We are writing to you with regards to the order you placed with us on 15/10/2007 10:43:04 through www.shop-com.co.uk, reference number 49385. We note that your order was despatched from our warehouse on 16-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.02 is outstanding. We will need to charge this amount to your card, digits ending 0310, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Bosdet
2 Browfoot Close
LA5 9XT

Ref: 50315

Dear Ms Bosdet

We are writing to you with regards to the order you placed with us on 17/10/2007 09:10:29 through www.shop-com.co.uk, reference number 50315. We note that your order was despatched from our warehouse on 13-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £54.90 is outstanding. We will need to charge this amount to your card, digits ending 9600, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Johnson
7 Fusilier Avenue
CT20 3JF

Ref: 50753

Dear Ms Johnson

We are writing to you with regards to the order you placed with us on 18/10/2007 10:04:02 through www.shop-com.co.uk, reference number 50753. We note that your order was despatched from our warehouse on 15-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £31.93 is outstanding. We will need to charge this amount to your card, digits ending 8180, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Callaghan
10 Barley Close
Hazlemere
HP15 7TU

Ref: 52898

Dear Ms Callaghan

We are writing to you with regards to the order you placed with us on 23/10/2007 14:45:34 through www.shop-com.co.uk, reference number 52898. We note that your order was despatched from our warehouse on 23-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £54.94 is outstanding. We will need to charge this amount to your card, digits ending 0350, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Merry
10 Foxley Close
IG10 2HU

Ref: 54056

Dear Mr Merry

We are writing to you with regards to the order you placed with us on 26/10/2007 09:19:49 through www.shop-com.co.uk, reference number 54056. We note that your order was despatched from our warehouse on 26-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £27.92 is outstanding. We will need to charge this amount to your card, digits ending 0320, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mrs Robinson
18 Ballymacormick Road
BT19 6AA

Ref: 54057

Dear Mrs Robinson

We are writing to you with regards to the order you placed with us on 26/10/2007 09:22:58 through www.shop-com.co.uk, reference number 54057. We note that your order was despatched from our warehouse on 26-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £25.92 is outstanding. We will need to charge this amount to your card, digits ending 6870, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Hunter
14 Corporation Street
SY23 2BT

Ref: 54896

Dear Ms Hunter

We are writing to you with regards to the order you placed with us on 29/10/2007 10:09:30 through www.shop-com.co.uk, reference number 54896. We note that your order was despatched from our warehouse on 29-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.94 is outstanding. We will need to charge this amount to your card, digits ending 2410, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mrs Childs
118 Okus Road
SN1 4JP

Ref: 54897

Dear Mrs Childs

We are writing to you with regards to the order you placed with us on 29/10/2007 10:14:05 through www.shop-com.co.uk, reference number 54897. We note that your order was despatched from our warehouse on 29-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £134.89 is outstanding. We will need to charge this amount to your card, digits ending 0310, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Smith
Robinwood House
Childsbridge Lane
Seal
TN15 0BX

Ref: 55620

Dear Ms Smith

We are writing to you with regards to the order you placed with us on 30/10/2007 09:27:18 through www.shop-com.co.uk, reference number 55620. We note that your order was despatched from our warehouse on 30-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £54.94 is outstanding. We will need to charge this amount to your card, digits ending 1920, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mrs E Bevan
The Linney
Goose Green Farm
Sutton Mallet
TA7 9AR

Ref: 56252

Dear Mrs Bevan

We are writing to you with regards to the order you placed with us on 31/10/2007 10:26:36 through www.shop-com.co.uk, reference number 56252. We note that your order was despatched from our warehouse on 31-October-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.93 is outstanding. We will need to charge this amount to your card, digits ending 0920, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Williamson
8 Frisby Road
Tile Hill
CV4 9LF

Ref: 57304

Dear Mr Williamson

We are writing to you with regards to the order you placed with us on 02/11/2007 17:25:17 through www.shop-com.co.uk, reference number 57304. We note that your order was despatched from our warehouse on 06-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.94 is outstanding. We will need to charge this amount to your card, digits ending 7000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms McNab
8 Welbeck Court
Welbeck Avenue
UB4 9EY

Ref: 61762

Dear Ms McNab

We are writing to you with regards to the order you placed with us on 12/11/2007 10:13:09 through www.shop-com.co.uk, reference number 61762. We note that your order was despatched from our warehouse on 13-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £19.94 is outstanding. We will need to charge this amount to your card, digits ending 2120, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Tindall
76 Grove Hill Road
DN2 5ST

Ref: 62864

Dear Mr Tindall

We are writing to you with regards to the order you placed with us on 14/11/2007 09:29:59 through www.shop-com.co.uk, reference number 62864. We note that your order was despatched from our warehouse on 22-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £49.92 is outstanding. We will need to charge this amount to your card, digits ending 7250, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Hamilton
21 Hillview Court
BT38 8YU

Ref: 64968

Dear Ms Hamilton

We are writing to you with regards to the order you placed with us on 19/11/2007 09:04:41 through www.shop-com.co.uk, reference number 64968. We note that your order was despatched from our warehouse on 20-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £19.94 is outstanding. We will need to charge this amount to your card, digits ending 1110, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Taylor
WT Shipping Limited
Fernwood House
Roman Road
CM15 0UG

Ref: 67685

Dear Ms Taylor

We are writing to you with regards to the order you placed with us on 22/11/2007 14:22:17 through www.shop-com.co.uk, reference number 67685. We note that your order was despatched from our warehouse on 26-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £19.94 is outstanding. We will need to charge this amount to your card, digits ending 2200, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Johnson
85 Northfield Road
EN8 7RF

Ref: 67698

Dear Ms Johnson

We are writing to you with regards to the order you placed with us on 22/11/2007 14:33:17 through www.shop-com.co.uk, reference number 67698. We note that your order was despatched from our warehouse on 24-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £134.94 is outstanding. We will need to charge this amount to your card, digits ending 3000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, (**Mon to Fri 8am to 6pm, excl B/Hols**). Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Robertson
38 Tanzieknowe Road
Cambuslang
G72 8RE

Ref: 69920

Dear Mr Robertson

We are writing to you with regards to the order you placed with us on 26/11/2007 12:24:24 through www.shop-com.co.uk, reference number 69920. We note that your order was despatched from our warehouse on 28-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £44.93 is outstanding. We will need to charge this amount to your card, digits ending 5320, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Jones
110 Stratfield House
Birchett Road
GU11 1LW

Ref: 69928

Dear Ms Jones

We are writing to you with regards to the order you placed with us on 26/11/2007 12:30:19 through www.shop-com.co.uk, reference number 69928. We note that your order was despatched from our warehouse on 28-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £19.94 is outstanding. We will need to charge this amount to your card, digits ending 7120, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Rea
Tribeca
50 Front Street
NE36 0SH

Ref: 69938

Dear Ms Rea

We are writing to you with regards to the order you placed with us on 26/11/2007 12:40:25 through www.shop-com.co.uk, reference number 69938. We note that your order was despatched from our warehouse on 28-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £19.94 is outstanding. We will need to charge this amount to your card, digits ending 1810, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Miss Greenwood
Flat 9 De Montfort Crescent
Great Union Road
St Helier
JE2 3BW

Ref: 69946

Dear Miss Greenwood

We are writing to you with regards to the order you placed with us on 26/11/2007 12:43:42 through www.shop-com.co.uk, reference number 69946. We note that your order was despatched from our warehouse on 28-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £54.90 is outstanding. We will need to charge this amount to your card, digits ending 9300, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Allsop
Gossoms Lodge
Gossoms End
HP4 1DF

Ref: 70699

Dear Mr Allsop

We are writing to you with regards to the order you placed with us on 27/11/2007 13:38:10 through www.shop-com.co.uk, reference number 70699. We note that your order was despatched from our warehouse on 23-January-2008. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £49.92 is outstanding. We will need to charge this amount to your card, digits ending 7000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr A Wooder
23 Queensland Street
L7 3JE

Ref: 72554

Dear Mr Wooder

We are writing to you with regards to the order you placed with us on 30/11/2007 09:22:40 through www.shop-com.co.uk, reference number 72554. We note that your order was despatched from our warehouse on 01-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £14.94 is outstanding. We will need to charge this amount to your card, digits ending 7700, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Dewdney
35 Slatin Road
ME2 3AU

Ref: 72555

Dear Mr Dewdney

We are writing to you with regards to the order you placed with us on 30/11/2007 09:25:02 through www.shop-com.co.uk, reference number 72555. We note that your order was despatched from our warehouse on 30-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.94 is outstanding. We will need to charge this amount to your card, digits ending 6320, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Patel
228 Whitton Avenue East
UB6 0QA

Ref: 72556

Dear Patel

We are writing to you with regards to the order you placed with us on 30/11/2007 09:27:47 through www.shop-com.co.uk, reference number 72556. We note that your order was despatched from our warehouse on 30-November-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.94 is outstanding. We will need to charge this amount to your card, digits ending 0320, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Connolly
90 Lincoln Drive
Ashton In Makerfield
WN4 9HX

Ref: 74778

Dear Ms Connolly

We are writing to you with regards to the order you placed with us on 03/12/2007 15:29:03 through www.shop-com.co.uk, reference number 74778. We note that your order was despatched from our warehouse on 04-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £10.94 is outstanding. We will need to charge this amount to your card, digits ending 9320, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Salisbury
22 Magnolia Close
EX32 8QH

Ref: 74779

Dear Ms Salisbury

We are writing to you with regards to the order you placed with us on 03/12/2007 15:31:41 through www.shop-com.co.uk, reference number 74779. We note that your order was despatched from our warehouse on 04-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £6.94 is outstanding. We will need to charge this amount to your card, digits ending 9060, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, (**Mon to Fri 8am to 6pm, excl B/Hols**). Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Turner
45 Oxford Street
CV21 3NF

Ref: 74780

Dear Mr Turner

We are writing to you with regards to the order you placed with us on 03/12/2007 15:34:09 through www.shop-com.co.uk, reference number 74780. We note that your order was despatched from our warehouse on 04-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £12.94 is outstanding. We will need to charge this amount to your card, digits ending 9480, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr MacKechnie
83 Watling Street South
SY6 7BH

Ref: 76402

Dear Mr MacKechnie

We are writing to you with regards to the order you placed with us on 05/12/2007 10:39:12 through www.shop-com.co.uk, reference number 76402. We note that your order was despatched from our warehouse on 18-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £14.94 is outstanding. We will need to charge this amount to your card, digits ending 9530, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Stares
4 Trem Y Mor
Llanmorlais
SA4 3TZ

Ref: 80314

Dear Ms Stares

We are writing to you with regards to the order you placed with us on 10/12/2007 09:15:28 through www.shop-com.co.uk, reference number 80314. We note that your order was despatched from our warehouse on 11-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 3050, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Marr
62 Standfast Road
Henbury
BS10 7HJ

Ref: 80316

Dear Mr Marr

We are writing to you with regards to the order you placed with us on 10/12/2007 09:18:05 through www.shop-com.co.uk, reference number 80316. We note that your order was despatched from our warehouse on 12-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £34.94 is outstanding. We will need to charge this amount to your card, digits ending 0730, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Tansley
Kate Tansley Jarvis Windowcraf
18a Regent Street Indus Estate
Narborough
LE19 2DT

Ref: 81731

Dear Ms Tansley

We are writing to you with regards to the order you placed with us on 11/12/2007 16:18:09 through www.shop-com.co.uk, reference number 81731. We note that your order was despatched from our warehouse on 13-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £29.93 is outstanding. We will need to charge this amount to your card, digits ending 3030, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Towell
19 Lee Close
EN5 5HP

Ref: 82258

Dear Mr Towell

We are writing to you with regards to the order you placed with us on 12/12/2007 11:09:56 through www.shop-com.co.uk, reference number 82258. We note that your order was despatched from our warehouse on 18-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £49.93 is outstanding. We will need to charge this amount to your card, digits ending 8680, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Titterington
1 Vectis Road
PO12 2QD

Ref: 82259

Dear Mr Titterington

We are writing to you with regards to the order you placed with us on 12/12/2007 11:12:07 through www.shop-com.co.uk, reference number 82259. We note that your order was despatched from our warehouse on 12-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £7.94 is outstanding. We will need to charge this amount to your card, digits ending 7000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, (**Mon to Fri 8am to 6pm, excl B/Hols**). Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

C Rogers
14 Great Barn Lane
Headless Cross
B97 5XE

Ref: 82897

Dear Rogers

We are writing to you with regards to the order you placed with us on 13/12/2007 10:07:55 through www.shop-com.co.uk, reference number 82897. We note that your order was despatched from our warehouse on 13-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 1650, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Burney
40 Houghtonside
DH4 4BW

Ref: 82902

Dear Burney

We are writing to you with regards to the order you placed with us on 13/12/2007 10:10:51 through www.shop-com.co.uk, reference number 82902. We note that your order was despatched from our warehouse on 18-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £34.94 is outstanding. We will need to charge this amount to your card, digits ending 2000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Sviestrup
16 Rannoch Terrace
ML9 2NA

Ref: 83607

Dear Sviestrup

We are writing to you with regards to the order you placed with us on 14/12/2007 10:49:58 through www.shop-com.co.uk, reference number 83607. We note that your order was despatched from our warehouse on 18-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.94 is outstanding. We will need to charge this amount to your card, digits ending 4870, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Tanriverdi
196 Cook Road
RH12 5GH

Ref: 85735

Dear Tanriverdi

We are writing to you with regards to the order you placed with us on 17/12/2007 14:56:32 through www.shop-com.co.uk, reference number 85735. We note that your order was despatched from our warehouse on 18-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £14.94 is outstanding. We will need to charge this amount to your card, digits ending 6040, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr B Ritchie
31 Park Crescent
Portsoy
AB45 2PS

Ref: 86165

Dear Mr Ritchie

We are writing to you with regards to the order you placed with us on 18/12/2007 07:52:58 through www.shop-com.co.uk, reference number 86165. We note that your order was despatched from our warehouse on 19-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.94 is outstanding. We will need to charge this amount to your card, digits ending 0110, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Urquhart
52 Henderson Street
G20 6HZ

Ref: 86167

Dear Mr Urquhart

We are writing to you with regards to the order you placed with us on 18/12/2007 07:56:20 through www.shop-com.co.uk, reference number 86167. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 5310, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr M Pannell
1 Edith Cottage
Hansford Lane
St Helier
JE2 3JL

Ref: 86172

Dear Mr Pannell

We are writing to you with regards to the order you placed with us on 18/12/2007 07:58:52 through www.shop-com.co.uk, reference number 86172. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £74.94 is outstanding. We will need to charge this amount to your card, digits ending 4100, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms Townsley
Circle One Surf
Lords Meadow Industrial Estate
EX17 1ES

Ref: 86176

Dear Ms Townsley

We are writing to you with regards to the order you placed with us on 18/12/2007 08:06:26 through www.shop-com.co.uk, reference number 86176. We note that your order was despatched from our warehouse on 19-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.94 is outstanding. We will need to charge this amount to your card, digits ending 8850, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Ms D Shave
6 Hazel Terrace
Midsomer Norton
BA3 4BG

Ref: 86185

Dear Ms Shave

We are writing to you with regards to the order you placed with us on 18/12/2007 08:11:52 through www.shop-com.co.uk, reference number 86185. We note that your order was despatched from our warehouse on 19-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £13.94 is outstanding. We will need to charge this amount to your card, digits ending 3640, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Webb
5 Nunnery Stable
AL1 2AS

Ref: 86188

Dear Webb

We are writing to you with regards to the order you placed with us on 18/12/2007 08:14:41 through www.shop-com.co.uk, reference number 86188. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £74.94 is outstanding. We will need to charge this amount to your card, digits ending 1630, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

E Sadler
10 The Hoe
Carpenders Park
WD19 5AY

Ref: 86190

Dear Sadler

We are writing to you with regards to the order you placed with us on 18/12/2007 08:18:06 through www.shop-com.co.uk, reference number 86190. We note that your order was despatched from our warehouse on 19-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £12.94 is outstanding. We will need to charge this amount to your card, digits ending 8170, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Crumlish
6 Woodlands Mews
Lisburn
BT28 2XS

Ref: 86904

Dear Mr Crumlish

We are writing to you with regards to the order you placed with us on 19/12/2007 06:10:07 through www.shop-com.co.uk, reference number 86904. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 3000, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

J Roxburgh
178 Eastern Way
Ponteland
NE20 9RH

Ref: 86905

Dear Roxburgh

We are writing to you with regards to the order you placed with us on 19/12/2007 06:12:47 through www.shop-com.co.uk, reference number 86905. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 1840, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Rushby
14 Ashby Avenue
Hartsholme
LN6 0DY

Ref: 86907

Dear Rushby

We are writing to you with regards to the order you placed with us on 19/12/2007 06:15:06 through www.shop-com.co.uk, reference number 86907. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 8870, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Sinclair
Netherbury
HP8 4BN

Ref: 86908

Dear Sinclair

We are writing to you with regards to the order you placed with us on 19/12/2007 06:18:18 through www.shop-com.co.uk, reference number 86908. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 7380, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Mr Brummitt
LPS
125 Moor Road
LS10 2JQ

Ref: 86909

Dear Mr Brummitt

We are writing to you with regards to the order you placed with us on 19/12/2007 06:20:22 through www.shop-com.co.uk, reference number 86909. We note that your order was despatched from our warehouse on 20-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £24.94 is outstanding. We will need to charge this amount to your card, digits ending 8440, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Loughrey
22 Omagh Road
Drumquin
BT78 4QY

Ref: 88064

Dear Loughrey

We are writing to you with regards to the order you placed with us on 21/12/2007 11:44:08 through www.shop-com.co.uk, reference number 88064. We note that your order was despatched from our warehouse on 21-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £18.94 is outstanding. We will need to charge this amount to your card, digits ending 6710, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Murray
69 Sandlands Road
Walton On The Hill
KT20 7XB

Ref: 88065

Dear Murray

We are writing to you with regards to the order you placed with us on 21/12/2007 11:46:22 through www.shop-com.co.uk, reference number 88065. We note that your order was despatched from our warehouse on 21-December-2007. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £33.94 is outstanding. We will need to charge this amount to your card, digits ending 7440, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager

Date:28/03/2008

Bell
Newburgh House
Coxwold
YO61 4AS

Ref: 88067

Dear Bell

We are writing to you with regards to the order you placed with us on 21/12/2007 11:48:18 through www.shop-com.co.uk, reference number 88067. We note that your order was despatched from our warehouse on 14-January-2008. During our year end audit it has come to light that unfortunately your credit card was not charged as it should have been upon despatch of your goods in the normal fashion.

Our system shows that £14.94 is outstanding. We will need to charge this amount to your card, digits ending 2080, as per your initial order placement. It is our intention to charge the above mentioned amount on 2nd April 2008 and I hope you will agree that this is reasonable.

We have checked our system extensively to ensure that the charge due has not been taken in error. We understand that this transaction may cause you concern, however, so we would ask that you check through any necessary previous bank statements, where you will see this money has not been taken, before contacting us. If you do still have a query relating to this transaction, then please call Customer Services on our free phone number 0800 781 7831, **(Mon to Fri 8am to 6pm, excl B/Hols)**. Please have any relevant bank statements with you at this time as this will speed up the enquiry process.

We sincerely apologise for any inconvenience this matter may have caused you and for any disruption it may have on your regular banking activity.

Kind regards

Lucy Quartermaine
Customer Service Manager