

Subject: reroof  
From: "Marco Polo"  
To: [abc@roofingcompany.com](mailto:abc@roofingcompany.com)

Hello,

how are you, this is Marco Polo. I would like to know if you do complete tear off and Reroof? kindly get back.

Thanks.

---

<[abc@roofingcompany.com](mailto:abc@roofingcompany.com)> wrote:

Hi Marco,

Thank you for contacting ABC Roofing Company in regards of your roofing needs. Yes, we do complete tear off's. We specialize in residential and commercial roofing.

*Kind Regards,*

Jane Doe  
ABC Roofing Company  
Anywhere, USA

---

To: [abc@roofingcompany.com](mailto:abc@roofingcompany.com)

Thanks for the reply, In as much as I will love to be available for the Inspection, but I am currently out of town due to my health issues. So Please do provide me with the total cost for the Roof Replacement and here's the address of the house...1234 S A St, Nampa, ID ....3 beds 1 bath 1,434 sqft.. I will like you to go ahead for the inspection, while you get back to me with the estimate and contract.....I Hope i can make deposit payment using my credit card? Feel free to reach me on my cell- 123-456-7890

---

Marco,

We called but weren't able to hear you that well. We need some information before scheduling the inspection. Please give us a call at (208) 123-4567 to set us an inspection. Thank you.

*Kind Regards,*

Jane Doe  
ABC Roofing Company  
Anywhere, USA

---

I sent a txt to your phone after i tried reaching you. I will like you to get the inspection done even with my absence and get back to me with the estimate in other to get job done.

---

Hi Marco,

Our office phone is a landline and cannot receive text messages. I do need to know if the house is vacant. As well what kind roof would you like the proposal for?

*Kind Regards,*

Jane Doe  
ABC Roofing Company  
Anywhere, USA

---

Oh okay..The house is Vancant and you can easily go for inspection and get back to me with the estimate for a new roof while you tear off the old one completely. I will be okay with an Architectural Shingle.

---

Hi Marco,

I am sending you the proposal to remove the roof located at 1234 S A St, Nampa, ID. We do require a deposit of 30 % before the project begins. We do accept credit cards over the phone. Once the deposit is paid we could start the project within a week. And the project itself should take one day. Please let us know if you have any questions. Thank you.

*Kind Regards,*

Jane Doe  
ABC Roofing Company  
Anywhere, USA

---

Thanks for getting back to me with the contract, i am okay with the total as it falls within my initial budget. Attach with the email is a signed contract by me. I will like to proceed with Deposit payment of 30% using my credit card. I am contacting my credit card issuer company due to Authourization on my card and limit. I will be sending in my credit card details as soon as i have the go ahead. But i will like to know the name of your credit card merchant/Processor and how many days does it take funds to be available after payment in confirmed from my card. Please get back to me with these information as i will be getting my credit card ready for payment.

---

How are you doing, Did you get my last email, i did sign the contract and attach back to you.

---

Hi Marco,

We did receive your last email. Before starting the project we will need a copy of you ID. The payment will clear automatically after submission. Please let us know if you have any questions. Thank you.

*Kind Regards,*

Jane Doe

ABC Roofing Company  
Anywhere, USA

---

Thanks for the reply, I ask few questions regarding the name of you processor/merchant and how many days will funds reflect in your account. Also, i will like to know the details needed to charge my card through.. Attached is my I.D. Please who is the project supervisor taking care of this job for me? Get back to me ASAP.

---

Hi Marco,

I apologize for the delay. We use Square to process the card payments. The funds reflect in our account automatically. We will need your card information and the address where you receive statements of the card. Please call us at (208) 123-4567 to make the payment over the phone. Thank you.

*Kind Regards,*

Jane Doe

ABC Roofing Company  
Anywhere, USA

---

Thanks for the reply, I have am waiting for the authorization from my credit card company. I will be calling to make payment as soon i have the go ahead. I will also like to request a favor from you, as i was notify over the weekend by the ex-owner of the property that i need to complete some fee that will be included in the closing of the property before anything could be done on it. So want to request a little favor from you due to my absence in town and upcoming surgery. I will appreciate if you can help take care of this.

---

Good morning Marco,

Thank you for keeping us updated. I am sorry but I am lost in regards of the favor you are asking for.

*Kind Regards,*

Jane Doe

ABC Roofing Company

Anywhere, USA

---

Thanks so much for writing back, like i said in my previous email that I will like to proceed using my credit card to make deposit payment of 50% which is \$2,121.275. while i pay balance when you done with job. The favor requested is about the ex-owner of the property, I was notify lately that i needed to complete the fee for this property which was included in the agreement. I just want them to have this fee so there wont be any interruption or delay when you get started with the job. In as much as I wish to take care of this myself, but my current health situation and absence wont let me. I have been tight up lately due to my seminar, classes and appointments ahead of my surgery. I ask if they can charge my card, but they dont have the facility to charge my credit card. So I want you to charge additional fee on my credit card which you'll help me forward to the ex-owner account after you have funds available in your own account. I will appreciate if you can handle this for me so things can go has planned. Get back to me while i give you the breakdown then we proceed immediately.

---