

Isabel Steve
PO Box 254
Belmont, CA 94002



Dear Valued Customer

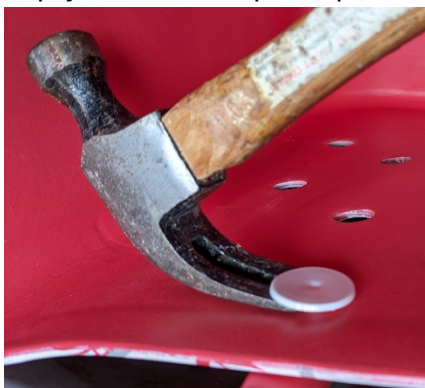
I deeply regret that your recent shopping experience did not delight you. As a small business owner, I take full responsibility for falling short of your expectations. In my attempt to remedy the packaging mishap, I have included the requested missing parts. I know that assembling these parts may be challenging so below are some instructions on what has worked for me.

This video shows how to assemble the straps with plastic clips onto the bag as well as clipping on the included handy, internal pouch:



<https://bit.ly/3QjK6A7>

Should you accidentally attach the clips/straps to the wrong holes on the tote bag, you can use a claw of a hammer to pry loose the clip/straps as so:



If the clips are somehow already attached to the straps, you can use the claw side of a hammer and a wrench (for extra leverage) to pry apart the clips and straps:



Should you have further questions or need additional help, please do not hesitate to contact me at isabel@isabelsteve.com

Yours Truly
Isabel