DB

Dina Barakeh

RAMALLAH, PALESTINE ◆ DINA@TATREEZ-HOUSE.EXAMPLE

16 OCTOBER 2026

Hi Rana,

I'm sorry your parcel hasn't moved for nine days, especially with your mother's birthday on the 25th.

I checked with the courier this morning. The parcel is being held at customs in Toronto, which sometimes happens with handmade textiles, and they expect to release it on Tuesday, with delivery by 24 October.

If it hasn't reached you by the 25th, just tell me and I'll either send a replacement by express at our cost or refund you in full, whichever you prefer.

In the meantime, I've emailed you a printable birthday card with a photo of the design, so you have something to give on the day if the parcel is late.

Warm regards,

Dina

Tatreez House

WRITTEN WITH HUMANPROSE