

**From:** Mustafa RCD <mustafa@rcdkuwait.com>  
**Sent:** Wednesday, December 25, 2024 11:12 AM  
**To:** it@batoclinic.com  
**Cc:** fatmaabusiiness@gmail.com; muneera@ghklawyers.com; Taher RCD  
**Subject:** Re: Feedback on Tones E-Commerce Website  
**Attachments:** RCD Project Cancellation.pdf

Dear Bato Team,

I hope this message finds you well.

First and foremost, I would like to sincerely apologize for the earlier miscommunication and any confusion it may have caused. It was an oversight on my part, and I deeply regret any inconvenience.

We have prepared the cancellation contract for the project, which is attached to this email for your review and signature. Once the contract is signed and returned to us, we will promptly release the source code as agreed.

Please do not hesitate to reach out if you have any questions or require any clarifications regarding the contract or the process.

We deeply regret the circumstances that have led to this outcome, and we sincerely apologize for any inconvenience caused during this period. Despite this, we wish you continued success in your endeavors and hope for a smooth transition.

Looking forward to your response.

Warm regards,



Mustafa  
*Sales-Representative*

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**From:** Mustafa RCD <mustafa@rcdkuwait.com>  
**Sent:** Wednesday, December 25, 2024 7:03 AM  
**To:** Taher RCD <taher@rcdkuwait.com>  
**Cc:** it@batoclinic.com <it@batoclinic.com>; fatmaabusiiness@gmail.com <fatmaabusiiness@gmail.com>;