

1234 Fifth Street  
Denver, CO 80202  
September 25, 2005

Richard Roe  
XYZ Corporation  
1234 Hollingshead Road  
Boston, MA 02108

Dear Mr. Roe,

Recently I purchased four chairs from your company via the Internet. When they arrived at my home, the front legs on two of the chairs were broken in half. When I called your company I talked to your quality control person, Ms Lowell. I told her that two of the chairs had broken legs and I needed a refund. Ms Lowell told me that although I might file a claim, breaking legs on those chairs was impossible. I assured her that not only was it not impossible, but I would send her pictures via the Internet to prove my claim.

I took pictures of both the package the chairs came in and the broken chair legs still attached to the chairs. I sent the pictures to Ms Lowell via email. At that point she denied that the chairs were even made by your company. She requested that I take pictures of the underseats and send those as well. I did as she asked. The pictures clearly showed your name and trademark.

Now Ms Lowell claims that I am attempting to defraud XYZ! Nothing could be further from the truth. All I am saying is I have two chairs I cannot use and I should not have to pay for them.

This is what I want from XYZ Corporation: I would like a refund on my Visa card for the two chairs and an apology from Ms Lowell. I have already notified the issuer of my Visa card to withhold payment until this matter is settled.

Sincerely,

Sam Smith