

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 Lovell. I told her that two of the chairs had broken legs and needed to be replaced. Ms Lovell 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 they came in and the broken chair legs still attached to the chairs. I sent the pictures to Ms Lovell 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 Lovell claims that I am attempting to defraud XYZ! Nothing could be further from the truth. All I am asking is that you replace these broken chairs with two new ones at your expense. I think that is reasonable and fair.

Sincerely,

Mel Smith