

August 1, 2006

To: AAA Company  
888 South Company Street  
Chicago, IL 60000

From: John Smith  
999 South West Main Street  
Chicago, IL 60000

Attn: Customer Service  
RE: PO#445392749; AAA Lawn Mower Model #A456

Dear Customer Service Manager;

In the last 10 years, I have used your law care products on many occasions and I have been highly satisfied with the results. However, I recently purchased a lawn mower from your company and I have been dissatisfied with the product.

First of all, when I unpacked the product and begin assembly, I found that I was missing the plastic mower guard and cap cover, which reluctantly took 12 weeks to get delivered. Secondly, I noticed after the second use that the lawn was cutting in an irregular manner. Upon further inspection I noticed that the mower blade was rotating at an angle.

I went to local store #567 where it was purchased and they chuckled as I explained my dissatisfaction with the product. They were rude and unhelpful, claiming that I must have hit something in my lawn.

When I took the blade off, I noticed that the mower was not put together properly and a welded edge on the coupler had split open. This was not due to operation or misuse. I verified this with a local lawn mower service company.

Since your company claims to be the "Leader in Customer Satisfaction" with a no hassle 1 year guarantee on all products, I would like to request that your store look into this matter and provide a refund.

A copy of the receipt and photograph of the damaged part is attached. Please respond promptly. I can be reached at 777-999-0000 or by email at [jsmith@jsmithemail.com](mailto:jsmith@jsmithemail.com).

Sincerely,

John Smith