

Claim response letter



Claim/response letter

Office of Pat van Osstrum Regional Manager of Big Sexy Hair 726 St. Peter
Street New Orleans, LA 70116 February 5, 2009 Karyn La Roi 928 East Third
Street
Bloomington, IN 47401

Dear Ms. La Roi,

I hope this letter finds you well. I'm Georgie O'Malley, Administrative Assistant to Pat van Osstrum. I am writing to inform you we have received your letter of complaint regarding the Big Sexy Hair bottle defect. We take such complaints very seriously.

I have instructed our engineers to examine the problem. When they return with an answer, I would be happy to inform you of the nature of the defect. In the interim, however, I am sorry for you inconvenience. We here at Big Sexy Hair work very hard to ensure our customers enjoy our products. We also have a very high standard of product testing which helps to ensure our products are of excellent quality. Please be assured that the problem you ran into was isolated incident.

Please find enclosed two coupons for our latest product: Big Sexy Hair gel for French poodles. I think you will find it to be a superb hair product. We appreciate your business and thank you for your understanding.

Sincerely,

Georgie O'Malley,

Administrative Assistant

Memo to Catherine Ozment

February 5, 2009

Re: case MW2-IG-459-6813F

A response was sent to Karyn La Roi, who complained about a defect with Big Sexy Hair bottles. She claimed that once the bottle is sprayed once, it cannot be stopped; it discharges its entire load. This may be indicative of a larger problem with the engineering of these bottles. Our engineers have been directed to investigate. I have offered her two coupons for our poodle line of products.

Sincerely,

Georgie O'Malley