

2203 Elizabeth Drive  
Gander, NF A1V 2H8

November 20, 20XX

Mr. Tim Harding  
Jerseys Are Us  
Rue Sainte Catherine  
Montreal, QC H3H 5T6

Dear Mr. Harding:

I am returning the hockey sweater you sent me on November 16 for an exchange or refund. Not only does it have the wrong team logo, but, as you can see, it fell apart after only one wearing.

On November 1, I ordered a Montreal Canadiens hockey sweater for my son through your Fall and Winter catalogue (item no. 402 067 32Y A, p. 247). The sweater that arrived two weeks later was a Toronto Maple Leafs sweater. Although my son was very disappointed, I was willing to overlook the mistake and keep the sweater.

Unfortunately, my son wore the jersey once to play hockey, and the next day the material had disintegrated almost completely. We have never had any problems with the sweaters we have purchased from your company in the past, so I am sure this is an isolated case.

Please replace the sweater that I am sending in this package. I have enclosed the bill I received from you. I would appreciate it if you would send a Montreal Canadiens sweater as quickly as possible. If you do not have any in stock, please refund my money since we are not interested in receiving another Maple Leafs sweater.

Thank you for your swift attention to this matter. My son looks forward to receiving his new sweater.

Yours truly,

*Marie Carrier*

Marie Carrier