

PEACE, L VE & PUPPIES

Organic Puppy Supply

April 7, 2016

Customer Service Department
Puppy Supply Warehouse
123 Paw Print Lane
Pleasantville, CA 92143

Dear Customer Service Representative,

I recently placed an online order through your website for 500 custom dog bowls. I received my delivery this morning and I find myself very disappointed with the quality. We have a large promotional event taking place this weekend, therefore, I need the product picked up and replaced by Friday.

Peace, Love & Puppies is a new, all organic puppy supply, with a promising future. As the owner, I was enthusiastic to share your company with my team because I have heard very good things about your services. I expected to be extremely satisfied with my first purchase and was ready to place our next order right away. I hoped to develop a strong working relationship with the Puppy Supply Warehouse as my primary dog bowl manufacturer but I find myself extremely dissatisfied with your product. When I placed my order 2 weeks ago, on Friday March 25, 2016, I uploaded a high resolution image of our logo on to your website and expected to receive dog bowls with an image of similar quality imprinted on them. Unfortunately, all 500 dog bowls I received, have a very distorted image of our company logo on them. This is not a product that I am willing to give away as a representation of our company at our promotional event this weekend. I was guaranteed a "high quality image of your company logo" and the image of my company logo on these dog bowls is not high quality. I attached a picture of the dog bowls I received for your reference.

Could someone please reach out to me as soon as possible to discuss possible options for having these dog bowls picked up and replaced by this Friday? I understand that sometimes things slip through the cracks and I hope to be able to find a solution that allows us to move forward from this unfortunate event and continue to build the strong business relationship that I had originally desired. I can be reached on my cell phone (760) 143-1234 or at our office/distribution center 1-800-Organic. I look forward to speaking with you soon.

Sincerely,

Jamie Burke
Chief Executive Officer
Peace, Love & Puppies

