



Letter



1 Bonnet St
Merrydale QLD
23 May 2009

Attn: Mr David Stock
Sales Manager
Modern Camping
11 Barrier St
Richmond Flat SA

Reference: order no. 781974 (ultra-fibre tent)

Dear Mr Stock

I am writing to inform you that the goods I ordered from your company have not been supplied correctly. This is the second mistake in two years.

On 16 April 2009 I placed a firm order with your company for two (2) two-person, green, ultra-fibre tents. A delivery finally arrived yesterday but it contained only one two-person, blue, ultra-fibre tent.

This error put my plans in jeopardy. I had to make an emergency purchase of an inferior product, as the camping gear was to go by separate vehicle ahead of our tour group. This caused me considerable inconvenience and cost. The blue tent I can live with. If I had to, I could even live with a purple or a black tent.

I am writing to ask you please to refund the money for the one tent not supplied, immediately. It would be appreciated if such errors do not happen again. Otherwise, my camping group may have to look elsewhere for its camping supplies.

I look forward to hearing from you by return mail.

Yours sincerely

A. Davidson

Alan Davidson
(for Students Outback)