

## COMPLAINT LETTER

Barbara Dobes  
533 Paradise Crescent  
Waterloo, ON N2T 2N7  
July 25, 2018

Bizarre Displays Inc  
4220 Villeneuve Boulevard  
Lac-Mégantique, QC G6B 2C3

ATTENTION: Customer Service Department  
SUBJECT: Damage in Shipping – Order # 9981-4378

On Monday, July 23, 2018, order # 9981-4378 was received on the guaranteed delivery date. Unfortunately, the shipment was damaged in transit. The outer cardboard packaging is crushed and torn and there is broken glass inside the boxes. Upon opening the boxes, the broken glass can be seen.

The order includes two (2) 'BS 2202-G 36" DISPLAY UNITS WITH GLASS SHELVES.' The total purchase price of \$2375.50 was paid by credit card.

Since these display units are needed for an art exhibit function on August 30, 2018, the best option is to have the manufacturer ship 2 more display units but only if they will arrive before the date of the art exhibit. Otherwise, a full refund of the purchase price would be preferred.

The quality of the product is very impressive and the unique designs are the best in the industry. These are the reasons why we want to exhibit the artwork in your display cases. I am hopeful that we will reach a positive conclusion. I look forward to your response. Please contact me at [Barbara.dobes@alumni.ubc.ca](mailto:Barbara.dobes@alumni.ubc.ca) for additional information.

Sincerely,

*B.Dobes*

Barbara Dobes  
BD

## **BAD NEWS LETTER**

Bizarre Displays Inc  
4220 Villeneuve Boulevard  
Lac-Mégantique, QC G6B 2C3

July 27, 2018

Ms. Barbara Dobes  
533 Paradise Crescent  
Waterloo, ON N2T 2N7

Dear Ms. Dobes:

Thank you for bringing the matter of the damaged shipment to my attention. I was pleased to hear that you have chosen to use our products once again for the art exhibit, though I was very sorry to learn about the damage to the display units.

Naturally, I understand the urgency of needing to receive the 2 display shelves before August 30, 2018. That is why I am personally arranging the delivery of 2 display units on a company truck rather than an outside carrier to ensure that the shipment will arrive intact and on time. The driver will also pick up the original shipment and get that out of the way.

Bizarre Displays Inc values its customers and prides itself on outstanding customer service. Therefore in recognition of your recent difficulties with the display units, we are processing a credit of \$593.88 which is 25% off of the purchase price, to the account on file. Please accept this monetary gesture as compensation for your recent negative experience. We look forward to serving your future needs.

Please contact me directly at 462-998-9128 to discuss this matter in more detail.

Sincerely,

*A.B. Shelling*

Albert B. Shelling  
Distribution Manager  
ABS/jlo