

123 Abc Street  
Abbotsford, BC A1X 2B3  
November 10, 2016

Customer Relations Department  
Spud Vancouver  
1160 East Hastings Street  
Vancouver, BC V5L1S5

Attention: Gaby Weisbom  
Subject: Wilted kale

This week, I ordered one bunch of kale in my fresh harvest box. Upon arrival, I noticed the kale was wilted and black in some spots. I would like to take advantage of your fresh guarantee to have this kale refunded.

The order for this box was placed on Tuesday November 1<sup>st</sup> through the Spud website. The kale was delivered with the other components of my fresh harvest box on Friday November 4<sup>th</sup>. The kale was unable to be used in that evenings dinner but the other items in the box were fresh, crisp and ready to eat.

While vegetables are perishable, based on your fresh guarantee vegetables should arrive ready to eat with some time before they expire.

Please let me know if I need to return the spoiled kale in this week's box pick-up so that we can proceed with the refund.

Yours truly,

Samantha Langley