

Guest Education Centre
Lululemon Athletica Inc.
1380 Burrard Street, 3rd Floor
Vancouver, BC
V6Z 2H3
February 29, 2016

Daniel Chen
1234 Main Street
Vancouver, BC
A1B 2C3

Dear Daniel Chen,

RE: Defective Product

Thank you for contacting Guest Education Centre about your latest experience with Lululemon Athletica Inc. Product quality is very important to us, and we are deeply disappointed to hear about your unfortunate experience with the *Metal Vent Tech Short Sleeve V*.

Quality is the heart of who we are and the foundation we stand on. We focus on three key areas: fabric, performance and craftsmanship, and we stand by our quality promise. Unfortunately, we are unable to send you an exact replacement as the color you had originally purchased has been discontinued.

Instead, we will send you a brand new *Metal Vent Tech Short Sleeve V*, free of charge, in the size and color of your choice as seen in our online catalogue (<http://shop.lululemon.com/products/clothes-accessories/mens-tops-technical-tops/Metal-Vent-Tech-Short-Sleeve-V-2?cc=23324&skuld=3665286&catId=mens-tops-technical-tops>).

Please respond to this email with the desired size and color, and your mailing address. It may take 3-7 business days for your package to arrive. We appreciate your patience.

If you haven't already, please take a look at our product care instructions for some tips to get the longest life out of your garments.

Thank you for understanding and we hope you continue to trust in our products.

Sincerely,

[SIGNATURE]

[Name of Employee]
Guest Education Centre