

Daniel Chen  
1234 Main Street  
Vancouver, BC  
A1B 2C3  
February 29, 2016

Guest Education Centre  
Lululemon Athletica Inc.  
1380 Burrard Street, 3<sup>rd</sup> Floor  
Vancouver, BC  
V6Z 2H3

Dear Guest Education Centre,

SUBJECT: Defective Product

I have purchased multiple pieces of clothing from Lululemon Athletica and am extremely impressed with the quality. However, I am unsatisfied with a recent purchase I made on February 29, 2016.

I purchased the *Metal Vent Tech Short Sleeve V*, and after the first wash I was surprised to see the amount of loose threads at the seams of the right shoulder. I have a similar short sleeve shirt from your company, which has been washed using the same method with no noticeable problems.

I am aware that companies may encounter defective products and that it is unavoidable. However, I strongly believe Lululemon Athletica's passion in producing athletic wear with the highest quality of fabric, technology and craftsmanship.

As Lululemon Athletica stands by their quality promise, "If our product does not perform for you, we will take it back – anytime," I would like to request for a replacement.

My order and product information is listed below.

Item #: 3665308  
Transaction #: 144130  
Date: July 15, 2015  
Time: 12:44:20  
Store: 160

If you require additional information, please email me at [dchen121@gmail.com](mailto:dchen121@gmail.com).

Thank you,

[SIGNATURE]

Daniel Chen