

376 Orchid Boulevard
Vancouver, BC V89 AT7
March 2, 2017

Customer Service
Derma Shoppe
3940, 20th Ave. Unit #310
Toronto, ON L3V 0T7
SUBJECT: Derma Oil Refund (Receipt Number 3467900)

Dear Derma Shoppe Customer Service:

Your company has a strong reputation in providing high quality skincare products. Upon recommendation, I purchased *Derma Oil* from your Toronto branch on February 20, 2017 (receipt number 34673900). As it is your most popular product for sensitive skin, I had high hopes. Instead, my experience has left me very frustrated.

During the second week of using *Derma Oil*, I developed facial rashes. Following your 20 day return policy, I went to your Richmond Hill branch to seek a refund. The store assistant was unable to provide a refund. While my purchase was within return deadlines, the majority of the product was consumed.

As I still experience rash symptoms, I am disappointed by the quality of Derma Shoppe products. I would like to request a refund for my purchase. To authenticate my purchase, I can provide the used *Derma Oil* and receipt.

Please let me know if you have further questions at xxx@gmail.com. Thank you for your assistance in resolving the matter.

Regards,

A handwritten signature in black ink, appearing to read 'Jennifer Luu', with a stylized flourish at the end.

Jennifer Luu