

Royal Canin
100 Bieber Road,
Puslinch, ON, N0B 2J0

November 30, 2019

Jobina Tamminga
2329 West Mall
Vancouver, BC V6T 1Z4

Dear Jobina,

Thank you for your loyal support with us for over five years. You are a valued customer and we want to make things right with you. We apologize for the inconvenience in your recent purchase of our dog food.

Royal Canin does not actually manufacture the bags that the dog food comes in, as we purchase the bags from a third party. Sometimes new bags are not as strong as they are advertised to be, which can cause rips or tears in the bag. With this being the case for your recent purchase, we are unable to provide you a full refund.

Your loyalty and satisfaction in our company is important to us, and Royal Canin would be happy to offer you a \$20 voucher for your troubles. If you bring this letter to your nearest Royal Canin provider, a representative will be able to provide you a voucher.

Royal Canin values your opinions and is dedicated to providing the best food possible to your pet.

Yours truly,

A handwritten signature in black ink, appearing to read 'Bob Betz', written in a cursive style.

Bob Betz
Manager, Customer Services