

Jobina Tamminga  
2329 West Mall  
Vancouver, BC V6T 1Z4

November 22, 2019

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

Attention: Bob Betz

Your company has been established as a reliable and nutritious pet food retailer worldwide. As a loyal customer, I have counted on your dog food for my dog's health for over five years, but a recent experience has left me disappointed.

On November 7, at roughly 10:30am I bought a large 55lb bag of dog food at my local Pet Smart in North Vancouver for \$67.95. I picked up the bag from the bottom to carry it to the front checkout desk and paid with no issues. As I went to pick up the bag from the counter, I grabbed the top of the bag and began to carry it out to my car. As I was halfway across the parking lot, the bag ripped from the bottom and spilled all over the ground. I tried to salvage as much as I could, though it was raining, and almost one quarter of the bag could not be retrieved.

I went back into the store to tell the cashier, but they told me that they are not liable for the food once it leaves the store. I then had to manage trying to carry a ripped bag home to feed my dog.

I understand that these things happen, and I know that you do not normally have these issues with the quality of you bags. I would appreciate a full refund for the bag of dog food for my troubles. Until this experience, my transactions with your company were outstanding and I hope that they can be again.

Yours truly,

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

Jobina Tamminga  
UBC Student