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Mr. Riley Jennings, IKEA customer service representative  
customerservice@ikea.com  
2250 Castings Road  
Richmond, BC, V6P 0B9

Dear Mr. Jennings,

I recently received a pair of bar stools that I ordered from IKEA in Richmond and they are the wrong height. The IKEA website clearly states that the stools are 24 inches tall, however, the ones I received are 36 inches tall. They are the correct model but there is no way that they will fit at my counter top.

Normally, I would just return the stools but I am having a dinner party this Saturday and they are absolutely required for my guests. I am very unhappy with the service I have received from IKEA. It is now Friday afternoon and I need the 24 inch stools delivered either tonight or tomorrow morning. I hope this is not a problem.

Thank you,

Nick Bell

Encl. Receipt of Purchase