

Ruhani Grewal  
33915 Andrews Place  
Abbotsford, B.C. V2S 6P3  
June 24, 2015

Abercrombie & Fitch Co.  
6301 Fitch Path  
New Albany, OH 43054

Dear Sir/Madam,

I recently purchased two fashion tops from your online website on June 3, 2015 in Canada. Both of the tops did not fit as expected and therefore, I went to return or exchange the items at the nearest location in Bellingham, WA. Even though the tops were unworn with all original tags attached, the manager still refused to return the items as I had bought them on the Canadian Abercrombie and Fitch website. I was told to return the products in a retail store in Canada, but the closest one is in Toronto ON, over 4300 kilometers away.

Over the years, I have bought many items from your retail store and have always been pleased. This was my first experience of online shopping with your company and I am disappointed with the return/exchange policy. Thus, I would like a refund of \$50.70 on the two fashion tops.

Please let me know how I can obtain my refund. I would appreciate to hear back from you with a full resolution to this issue by 30<sup>th</sup> July 2015 at the very latest.

Yours faithfully,

Ruhani Grewal