**Caribou Mountain Ranch**

105 Manitoba Ave

Winnipeg, MB H7Y 8I6

April 20, 2010

Ms. Kayla Tutshi

Customer services,

Quantum enterprises

1505 victory drive

Kingston, ON K7S 2L4

Dear Ms. Kayla Tutshi

Can you please credit my Credit card account for the amount $239.58 for the sample items you sent on January 11, 2010

These samples were three kinds of jumbo tote bags, a square-ended barrel bag with fanny pack, as well a deluxe canvas attaché case and two colors of garment-dyed sweatshirts. All these items were supposed to be free but you debited my credit card for the amount 239.58, I sent all the items back on January 21, 2010. I have the postal receipt to prove it. I also spoke to two of your personal and nothing changed.

So if you could credit my account for $239.58 this mess would be solved. Perhaps if this problem gets resolved I may do business with you again.

Sincerely,

Thomas Gloor

Thomas Gloor

Marketing manger