Date: January 23, 2012

To: Robert Watkins, Teacher

From: Trevor Lund, Student

Re: Professional Correspondence Assignment

Enclosed on page 3 is the revised version of the Professional Correspondence Assignment that was completed on January 27th. I had written a complaint letter to a business that sent me some damaged DVDs.

I read your comments on my original paper, and I have made some changes. First, I did expand the first paragraph and include what positive experiences I had with Mark’s DVD, even though this was my first experience with them. I added to the final paragraph, giving them more options for reimbursement, and adding that I would like to continue working with Mark’s DVD. I ended up removing the last line in the second paragraph, as I agreed that it might be misinterpreted. Additionally, I attempted to soften the tone so I might be more successful in achieving my aims.

The company did end up sending me a replacement DVD, however that one is still not of the greatest quality, so I don’t think I’ll be working with Mark’s DVD in the future.

I have included my original memo (page 2) and the original complaint letter (page 4) for your convenience.

If you have any questions about the assignment or if any clarification is needed, please don’t hesitate to send me an electronic mailing at [tlund@iastate.edu](mailto:tlund@iastate.edu)

Date: January 23, 2012

To: Robert Watkins, Teacher

From: Trevor Lund, Student

Re: Professional Correspondence Assignment

Enclosed is the Professional Correspondence Assignment that is due January 27th. I have written a complaint letter to a business that sent me some damaged DVDs. In it, I explain the problem with the DVD, request that they send me compensation for the DVD that wouldn’t play, and the reason for such a request.

I would like a reasonable grade on this assignment, and I hope that this first assignment is one that propels me towards a higher grade in this course.

If you have any questions about the assignment or if any clarification is needed, please don’t hesitate to send me an e-mailing at [tlund@iastate.edu](mailto:tlund@iastate.edu)

January 23, 2012

Mark Cedar, CEO

Mark’s DVD

5325 67th Ave.

Los Angeles, CA 90009

Dear Mr. Cedar:

I recently bought a used copy of the Lord of the Rings Trilogy from Mark’s DVD. The disc set came promptly and I could not find complaint with the actual packaging. Unfortunately, I have been having some problems with the discs themselves. Side A of the first disc, though it had a few skips, was satisfactory enough.  When I flipped to side B, the disc was skipping so much that it was unplayable, and eventually simply stopped playing.

I have not seen the extended versions of the movies yet, which is the reason I bought the trilogy. The skipping not only makes this experience unenjoyable, but I simply cannot watch the extended versions if the discs are unplayable.  
  
I hope you understand and accept my explanation of the problems. I would like a replacement product, whether that can be just the first disc, or a replacement of the entire set. If this is not possible, I would like a refund due to the nonfunctioning DVD. This is my first purchase from Mark’s DVD, and provided that this is handled smoothly, I believe that I will continue to be a customer in the future. Thank you for your time, and if you have any questions, you may e-mail me at tlund@iastate.edu.

Regards,

Trevor Lund

January 23, 2012

Mark Cedar, CEO

Mark’s DVD

5325 67th Ave.

Los Angeles, CA 90009

Dear Mr. Cedar:

I recently bought a used copy of the Lord of the Rings Trilogy from Mark’s DVD. Unfortunately, I have been having some problems with it. Side A of the first disc, though it had a few skips, was satisfactory enough.  When I flipped to side B, the disc was skipping so much that it was unplayable, and eventually simply stopped playing.

I have not seen the extended versions of the movies yet, which is the reason I bought the trilogy. The skipping not only makes this experience unenjoyable, but I simply cannot see the extended versions if the discs are unplayable. I haven't tried the other two discs yet, but I don't want to open them if they are also faulty.  
  
I would like a replacement product or a refund due to this problem. Thank you for your time, and if you have any questions, you may e-mail me at tlund@iastate.edu.

Regards,

Trevor Lund