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-mail 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. 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