

Singer Salvage Yard Company
666 North Salvage Yard,
Charlotte, NC 28123

Sept. 9, 2015

Sally Smith-South
1234 Main Street
Charlotte, NC 28205

Dear Mrs. Smith-South,

I would like to thank you for taking the time of writing to us and giving us a chance to fix the problem. Our company's policy is to ensure 100% customer satisfaction. This is the first time Mr. singer had to handle a return and therefore did not handle your problem accordingly.

Due to federal regulations we must verify that any item returned to the salvage yard is not cursed. However, You will be receiving a full refund of \$525 even if it the items are cursed. Furthermore, I want to offer you a chance to come pick up whatever scrap metal you may need and take it home for free. If there is anything else I can do to ensure your satisfaction don't hesitate to let me know.

We will pick up the scrap metal you no longer need at your earliest convenience. The scrap metal you have will be destroyed following federal safety guidelines, if it has in fact been cursed.

Thank you for your business,

Sincerely,

Nico Gonzalez
Vice-president, Board of Directors

CC: Andrew Wells, Grayson Collins, Bob Singer.