

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,

Thank you for using Singer Salvage Yard for your scrap metal needs. We strive on providing our customers with a safe and reliable environment for all their scrap metal needs. I am saddened to hear about your problems with our company.

At singer Salvage yard we are able to ensure high quality cursed free scrap metal as we adhere to strict federal and company guidelines. This allows us to provide the best parts possible to our customers at an affordable price. We maintain a low profit of margin on every scrap metal item sold. We spend a lot of our resources ensuring quality and maintenance of the facilities required to provide cursed free scrap metal. Our return policies have been specifically designed to provide the services that satisfy thousands of costumers every month.

Unfortunately, as Mr. Singer told you, we can not accept a return of any item after 10 days from the original purchase date. The reason being that our anti-curse coating, which is applied to every piece of scrap metal, will only work for 10 days. After the 10 days, there is no way to guarantee the items have not been cursed. Allowing cursed items into our facility could potentially curse all other items in the warehouse.

We would love to maintain business with you and therefore I can offer you a 10% discount on any other parts you may need in the future.

Thank you for your business,

Sincerely,

Nico Gonzalez
Vice-president, Board of Directors

CC: Andrew Wells, Grayson Collins, Bob Singer.