

March 31, 2008

Mr. Borromeo,

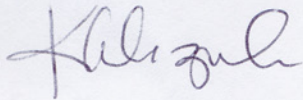
Hello! Your transaction on March 9th has been brought to my attention and I would first like to offer my apologies for the difficulty you had with not being able to process a return.

I have followed up with the Store Manager, Jen Coll, and she was also not aware of the issue.

Please go into our Willowbrook location and Jen will be more than happy to process the return transaction for you. We value our customer experience and pride ourselves on providing exceptional customer service – again, we apologize that your experience was less than perfect.

We look forward to seeing you again and value your patronage.

Sincerely,



Karla Cabezuela
Texas District Manager
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