April 10, 2014

B. A. Cheeter

Quality Products

One Quality Center

Chicago, IL 60625

Dear Mr. Cheeter:

I recently purchased one of your “*Easy-roll*” portable luggage carts. The first time I used it, a wheel fell off. I found it extremely difficult to make my way through O’Hare with three heavy bags and a one-wheeled cart.

Unfortunately, the retailer will not refund my money as he no longer carries the product. I feel that your company owes me the $35 I paid for the cart. I will expect to receive a check and an apology from your company within the next two weeks.

Sincerely,

John E. Traveler