

1871 W. Marlette Ave.
Phoenix, AZ. 85013
January 26, 2004

Kevin Plant
Regional Manager
X-Ports
1020 Hill Street
Phoenix, AZ 85001

Dear Mr. Plant:

I am an avid camper and longtime X-Ports customer, but after being verbally abused for the third time at your Sierra Vista location, I am writing to complain about your rude employees. They should all be fired!

Several months ago, I bought a tent that leaked the first time I used it and wanted it replaced. When I took it back, your employees accused me of tearing it myself. I left not only with my torn tent, but no refund and no satisfaction.

A couple of weeks ago, I bought a sleeping bag that was supposed to hold two people comfortably. It didn't. Your employees refused to give me my money back even though I had the receipt. I was asked to leave the store, again with no satisfaction.

However, my latest purchase of camping equipment resulted in substantial revenue for your store. The propane camp stove I purchased didn't work properly. When I returned to exchange it or have it replaced, the rude clerk refused to help me because I did not have my sales receipt. It was an even exchange! He implied that I am a problem and even asked if I had seen what products I could purchase at one of your competitor's stores at comparable prices. Was he accusing me of something? Why would I have brought a receipt for an even exchange? Why would I know the price at other stores?

Furthermore, the clerk called security and had me escorted from your store – without my camp stove! How can I go camping now? The tent leaks, the sleeping bag is just wrong, and I don't have a stove to keep warm! Who is going to reimburse me for my stove? Who is going to help me get over the feeling of mortification I suffered in your store?

You, as the regional manager, must clear these matters up for me immediately! I am sending copies of this letter to your corporate office and the Sierra Vista Store.

Sincerely,

Ima Kumpanee

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