

October 20, 2011
Sue Sprightly, Athletic Equipment Manager
California State University Northridge
16801 Nordhoff St.
Northridge, California 91335

Dear Sue:

Tired of losing luggage to the airlines, the elements, or even worse to the human element? At Amelia Earhart Luggage Company we understand you don't just need luggage to get where you need to go but you need luggage to come back with you. And that is where we excel! Our entire First Class Luggage line comes with a two-year accidental coverage and a five-year manufacturer's warranty. So whether it's our fault or yours, you are sure to be covered for times to come.

Plus, we are the only company to make GPS trackers standard in our First Class Luggage line. This way if your luggage is misplaced, lost, or even stolen you can go onto our website and type in your access code and get a real time location of your luggage. Just last week I received an email from a customer who could not find her luggage after landing in Paris, France. So she went to the baggage claim desk but was told her luggage was in fact delivered to the right baggage claim carousel. She then used their computer to activate her GPS and found it was in the airport but someone else had grabbed it. Airport security was called to safely retrieve her luggage for her. This luggage is sure never be lost unlike Amelia Earhart herself!

For the next two weeks we will be running a special offer that would be most beneficial in your case. We are offering you a chance to purchase our First Class Luggage line at our Economy Class Luggage line prices! You can log in to our website now and order by typing in CSUNFIRST in our discount box at the time of checkout. Or included in your packet we sent a catalog, brochure with an order form on the back, and a self-addressed envelope. All you have to do is fill it out and have it post marked by November 10, 2011. We can't wait to hear from you so that we can start traveling the world together.

Sincerely,

Dylan Haddad
Retail Sales Manager

October 20, 2011

**Mrs. Rhonda Brister
500 W. University Blvd.
Shawnee, Kansas 72304**

Dear Mrs. Brister

Thank you for your continued interest and support by shopping Dillard's. It truly is because of guests like you that makes our clientele so special to us. We have received your request to place an order by mail and to put it on your charge card.

The charge card you are currently trying to use has a past due payment over 90 days in the amount of \$285.50. The agreement, you sign when registering for the card, explained we cannot make charges to a card that has a past due payment of more than \$100 for 30 days. At this time we unfortunately cannot accept your request to place this order and use your charge card as a means of payment. If you feel as if there has been a mistake on our behalf or would like to purchase your gourmet cookware by another means please contact us so we can take care of this immediately for your convince.

If you simply have forgotten about the charges in question and would like to take care of them please contact us and we will be glad to assist you in setting up a payment plan. For the time being if you would like to still make this purchase you might also try the layaway option we offer.

We hope that this inconvenience will not have an effect on future business with us. As you are a valued costumer we would like to make this as pleasant and easy for you as possible. We also encourage you to come into the most convenient location and ask for the Customer Service Manager so we can better assist you. If you come to the location at the City Shopping Mall, 4901 N. Kickapoo St., Shawnee, Kansas 72304, I will be the one you will talk to, you can just ask for me by name.

Sincerely,

Dylan T. Haddad
Dillard's Customer Service Manager