**Adjustment Refusal Letter**

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| **Ramble Electronics** Spade Kent Equipment Manager P.O. Box 3132 Austin, TX 78703 (315) 565-6789  **May 17**, **2012**  **Ms. Kristy Bentley** Columbus, Ohio 45453 (315) 565-6789  **Dear Kristy Bentley,**  Thank you for your letter about our Go Glow Torch and its non-functional switches. As per your complaint we are supposed to repair or replace it as per the terms and conditions provided in the warranty card. We totally agree with the terms and conditions offered by us.  However, we have found out that the Go Glow Torch purchased by you stands out of warranty as per our records. We request you to go through the warranty card once again.  Once you are satisfied with our opinion we are willing to repair it for a fee of $20 if and when you want to. Our representative will pick up the equipment from your place and delivers it within 24 hours.   Thanks for being in touch with us. We at Ramble Electronics strive constantly for the highest quality in our products, and we appreciate your feedback.  **Yours truly,**  Spade Kent |