

November 30, 20—

Sales Manager  
Bachmann's Nursery and Landscaping  
6823 Oneta Avenue  
Youngstown, OH 44500-2175

Dear Sales Manager:

As you requested on the telephone, I am providing the following list of events relating to my tree problem.

1. On April 15, I purchased at your branch in Warren four silver maples for the atrium outside our Riverdale office. We also purchased four Japanese red maples at your branch in Niles later that afternoon.
2. After about six months, one silver maple and one red maple had died. I phoned both the Warren and Niles branches several times on November 1, but no one returned my messages.
3. On November 8, I phoned your nursery in an attempt to have these trees replaced. Again, there was no response.

As these trees were expensive, I expect that you will either replace them or reimburse me for the cost of the trees. I shall look forward to hearing from you.

Sincerely,

Marvin L. Norgaard  
Grounds Manager

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