

AMACON

Friday, October 26, 2012

4065 Brickstone Mews #1103
Mississauga Ontario L5B 0G3

RE: Apology for delayed warranty/PDI Deficiency

Dear Sheldon Sterling & Stacey Timmers,

The warranty work order to the specific trade that Amacon has issued for work in your home is delayed for completion.

“KITCHEN-SCRATCHES ON FRONT PANEL OF DISHWASHER” (Exchange Nov.2.12)

We don't like this situation and we realize you don't either.

The cause is the volume of new home construction underway in our region. The trade contractors are struggling to keep up with demands for new homes and struggling to meet their warranty obligations to previously built homes.

Amacon accepts responsibility for addressing this problem. However, in spite of our best efforts, Amacon cannot completely protect you from the effects.

We want to assure you that Amacon will monitor the warranty work orders for timely completion and are aware that your home needs work. Amacon will continue to track your work order and communicate with the trade contractors and you to see that all the work ordered is completed.

Your patience is appreciated, and if you have any questions, please contact us.

Sincerely,

Amacon Customer Care

A handwritten signature in blue ink, appearing to be a stylized 'S' or 'C' shape, positioned over the printed name 'Amacon Customer Care'.