

April 24, 2021

Dear Sir,

Thank you for your prompt response to our letter of complaint dated 4/11/2021. We are very disappointed that your company chooses not to honor its obligation to provide a clean, quality product regarding the Group 3 HydroAire fluid air bed you delivered to our home with an infestation of bedbugs. As a result of your refusal to pay the \$2200 extermination fees associated with ridding our home of the pests, we will be filing a complaint against your company with the Better Business Bureau.

As a family of health care professionals with many years of experience, we can assure you that your failure to provide an acceptable level of customer service will cost your organization valuable business in our community.

Sincerely,

Jeffrey E. Davis

Sandra W. Davis