



Nicole Gamble  
The Athlete's Basement  
1840 S 1300 East  
Salt Lake City, UT 84105  
Sept. 29, 2015

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Harold Walton Sr.  
1450 Harder St.  
East Danbury, WV 25816

Dear Harold Walton Sr.,

Thank you for your letter. We've shipped you a new putter, free from scratches. Please expect the new shipment to arrive in East Danbury within 2-3 business days, in time for your son's championship tournament on October 14.

On behalf of The Athlete's Basement, we have included a 50 percent off coupon on your next purchase to apologize for the inconvenience. If you'd like, you're welcome to keep the scratched putter, if not we've included a return label.

To achieve high quality products and customer service, extra precautions are taken on each of our orders.

Thank you for your business. We look forward to assisting you with your athletic needs in the future.

Sincerely,

Nicole Gamble  
The Athlete's Basement