

it'sallinsi



■ stores ■ catalog ■

January 21, 2005

Rusty Lucas
P O Box 422
Sandusky OH 44871-0422

We appreciate your taking the time to contact us regarding your St. John's Bay coat. Comments and criticisms from our customers call these matters to our attention and enable us to take corrective action. Where appropriate they are forwarded to the proper department for further investigation.

We regret there is nothing we can do to assist you at this time. After two years of use a zipper needing replacement is considered normal. We regret your previous letter did not reach us, so we could respond at that time. We do not have any promotional caps that we can send you. The name St. John's Bay is simply one of our brand names, it is not in honor of any particular saint.

Corporate Customer Relations