



# Consumer Care Center

199 Grandview Road • Skillman, NJ 08558-9418

July 27, 2015

Rusty Lucas  
Po Box 422  
Sandusky, OH 44871-0422

Dear Rusty:

Thank you for taking time out of your day to contact Johnson & Johnson Consumer Inc., and we are sorry to hear of your experience.

We would appreciate the opportunity to discuss this matter with you further and ask you some additional questions. Please call us toll free at 1-866-565-2873, Monday through Friday, 8:00 a.m - 8:00 p.m. ET. When you call, please be sure to mention the reference number noted below and have the product you are calling about available.

Your phone call will help us to quickly gather important information for our Quality Assurance department. We may also arrange to have the product returned to us, at no expense to you, for quality testing.

Rusty, we are sorry for any inconvenience and look forward to hearing from you soon. The information you provide will enable us to continue to deliver the high quality products you expect from Johnson & Johnson.

Sincerely,

Alex O.  
Consumer Care Center

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