

Joe Smith  
3129 Centennial Farm Road  
Hancock, IA 51536

August 20, 2012

Warren Momcek, President  
Ideal Fence Co.  
1300 Bluegrass Road  
Nashville, TN 72609

Dear Mr. Momcek,

I am sending this letter by registered mail because I have been unable to contact you via telephone. On June 3 you contracted to build me a six-foot-high cedar fence, with an additional four feet of stake underground. The completion date was July 1, and the agreed price was \$800. (A copy of the contract is attached.)

My quarrel is not that you didn't start the fence until July 1, or that the construction ran \$300 over the agreed price. I am objecting to the fact that I have since discovered the fence extends only two feet underground, not the four feet required by village code, and that it was built with wood untreated for outdoor use.

I would like you to refund the \$300 I paid over the agreed price, which is what it will cost to have the wooden fence treated and restaked. If I do not receive a check in that amount by September 5, I will turn the matter over to my attorney and report your company to the Better Business Bureau. It will be far costlier if you were ordered to replace the fence or refund all my money.

Regards,

(signature)

Joe Smith