February 16, 2011

Mrs. Carrie Roth

7845 S. Cabbinger Rd.Las Vegas, NV 98754

Dear Mrs. Roth;

Thank you so much, Mrs. Roth, for you kind letter and the suggestion you have given our company regarding our customer service. We are always happy to have the intrest and the input of our customers, and your patronage of twenty years is most appreciated.

We have taken up the matter of our return policy with the Board of Directors, as per your request. Your letter was read aloud and your concerns were laid before the company in our January meeting. After much consideration and delibration, however, we have decided to make no changes to our policy, despite your kind request. We feel that, overall, the policy works well for our customers and for the needs of our own company, and any change will have more of a negative impact than a positive one.

However, as your particular circumstance is most frustrating and rare, we are prepared to make an exseption for you. Enclosed you will find a letter of writ that allows you to return your item to our nearest location for a full refund. Please present this to the employe and they will refund your money immediately. Also, we have enclosed a coupon for 10% of your next purchase, as a courtesy and a thank you for your letter and your input.

Yours truly,

Melissa S. Walkman

President

Great West Clothing Inc.

Enclosure

MD