



March 28-2023

Jody McLain
10605 Franklin St
Roscoe, IL 61073
Via Email

Re: Product Claim – Serta Electric Blanket – ST54-0096

Claim: Customer claims Electric Blanket overheated and caused burns to several bedding items. Items to include a Fitted Sheet, (\$25.00), White Down Comforter (\$125.00), Electric Blanket (\$134.68) and Mattress & Mattress cover (\$1613.42)

Jody McLain:

This letter is to inform you that we have received your claim and our investigation has been completed with your support.

It is our commitment to quality and safety that we will continue to render product improvement and in good faith provide you with a refund check in the amount of \$1,748.10 and a one-time gift card to in the amount of \$150.00.

Once you have received your refund check along with our gift card, you release E&E and its affiliates from all potential liability associated with Product Claim C23502645 and no further claims for the same issue can be made to E&E Company, Ltd. (dba JLAHome).

As part of the agreement process, upon agreeing to resolution of this claim we request that you sign and date this letter and return a copy at your earliest convenience so we may process your gift card and refund check.

Sincerely,

Melissa Brown
Customer Service Manager
E&E CO. Ltd. (DBA JLA Home)
45875 Northport Loop East
Fremont, CA94538
Tel: 925-583-9305



Jody McLain - Consumer

3/29/23

Date