



April 10, 2023

Marinna Muck

Via Email at [marinnajo1@aol.com](mailto:marinnajo1@aol.com)

Re: Product Claim – Electric Blanket

Claim: Customer claims Electric Blanket caused damage to mattress pad and non-heated blanket

Marinna Muck:

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 one-time replacement of your mattress pad and non-heated blanket.

You have already been refunded in full for the electric product you purchased.

Once you have made a selection on [www.designerliving.com](http://www.designerliving.com) and received the goods, our liability will end 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 claim.

Sincerely,

Lisa Petros

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Customer Service Director  
Marinna Muck - Consumer  
E&E CO. Ltd. (DBA JLA Home)  
45875 Northport Loop East  
Fremont, CA94538

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Tel: 925-583-9301

Date

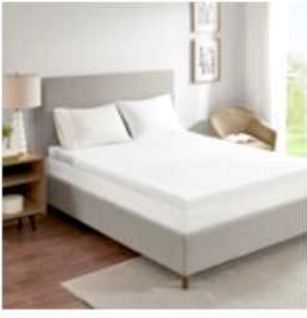
LISA PETROS,

4/11/2023

I AGREE TO THE SET TERMS OF YOUR  
ATTACHED LETTER ABOVE.

  
MARINNA MUCK

4/11/2023



3" Cooling Gel Memory Foam Mattress To...

SLEEP PHILOSOPHY

KING

WHITE

~~\$697.32~~

\$249.99

Total: \$249.99



Coleman Reversible HeiQ Smart Temperat...

MADISON PARK

KING

IVORY

~~\$160.79~~

\$64.99

Total: \$64.99



+ SUMMARY

Subtotal : \$314.98

CHECKOUT