



August 16, 2023

Helen Chen
Vice President of Olliix, E&E Co. LTD
45875 Northport Loop East
Fremont, CA 94538

Dear Ms. Chen:

Last month I purchased your Madison Park® Anders Comforter Set from Amazon. As a customer who previously bought other Madison Park® products, I was fully expecting the same quality and "superior design" your brand promotes. What a disappointment when I opened the package and placed it on the bed. Apart from the faulty, sloppy seaming and overall wrinkles which are impossible to remove, the item looks like a makeshift cover of second-rate materials. You can see in the photos below how the pleats are sewn down in random and opposite directions. In addition, the third photo shows an area that is tacked in such a way that the comforter cannot lay flat.

I am writing to you because I was hesitant to leave a bad review online believing this is not a new norm for your products. On the other hand, I think it is important for you to be aware of the inferior quality.



If I thought a replacement set would be in better condition, I'd purchase it again. It's really a shame that such a lovely but defective design is unsuitable for me to retain.

Sincerely,

Benay C. Leff

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