



August 5, 2025

Wanda Stevenson
Via Email at rwsteve@telus.net

Re: Product Claim – Hometrends Duvet Set
Claim: Customer claims item slashed her finger when falling from her grip

Wanda Stevenson:

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

While we do not believe that this incident occurred from a manufacturing defect, but rather an accident involving the item being (almost) dropped and your grabbing it to save it and catching your finger on the cardboard as it went down, it is our commitment to quality and safety that we offer you a one-time courtesy gift card for \$250.00, redeemable only at our online store www.designerliving.com.

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. Along with returning the signed letter to me, please provide a list of the items you would like sent to you, valuing a combined total of \$250.00.

Once the items are received by you, Wanda Stevenson, our liability will end and no further claims for the same issue can be made to E&E Company, Ltd. (dba JLAHome).

Sincerely,

Lisa Petros
Customer Service Director
E&E CO. Ltd. (DBA JLA Home)
45875 Northport Loop East
Fremont, CA94538
Tel: 925-583-9301

Wanda Stevenson
Wanda Stevenson - Consumer

Aug 11/2025
Date