



April 24, 2026

Angie Rhodes  
1608 Grant Ave  
Cuyahoga Falls, OH 44223  
Via Email

Re: Product Claim – Serta Electric Blanket – ST54-0128  
Claim: Electric Blanket overheated causing burns on bedding.

Angie Rhodes:

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 one-time replacement items selected from [www.designerliving.com](http://www.designerliving.com) to include: 1 King size mattress pad, 2 King size sheet sets, 1 King size mattress topper, and 1 King size quilt set.

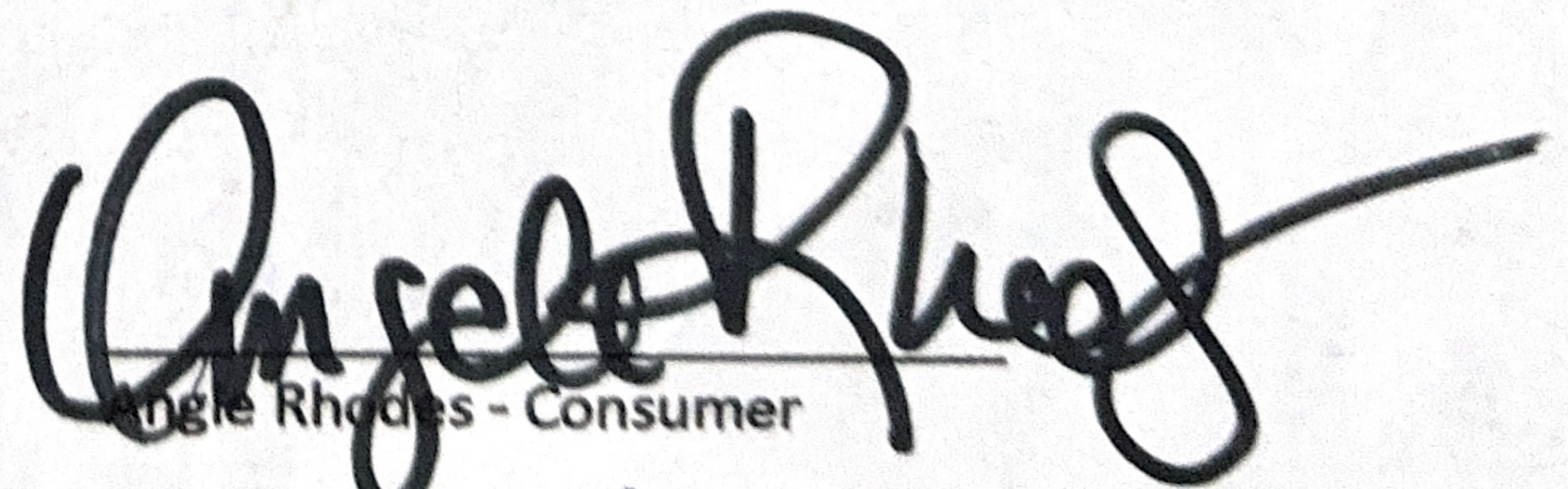
In turn, we asked that the electric blanket be returned to us using the prepaid label provided. Electric blanket has been received, thank you.

Once you have received the replacement items you selected from the Designer Living website, **you release E&E and its affiliates from all potential liability associated with Product Claim C26001826** 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 an order for your replacement items.

Sincerely,

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

  
Angie Rhodes - Consumer  
4/25/26  
Date