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Terra Americana

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March 1, 2009

Mary Lou,

It upsets us know you are unhappy. We take great pride in all that we do.

While the olive oil you ordered was back ordered we would like to remind you we did offer to ship you the other items when the order was placed. 90% of the products we sell we make. The select items we do not make are chosen for their quality and value. Those that we make we can control the availability. Those that we do not are subject to external factors.

In response to your remark regarding your now out of town status; regardless of whether a customer lives in Westfield or Winnipeg they re given the same courtesies.

Our showroom is open to the public very limited hours ore "By Appointment". For 14 years this has been our policy. Since you have moved from Westfield you have graced us with your presence times we are not open to the public. When you have showed up we have welcomed you to peruse the showroom and have tabled the work we were engaged in to unobtrusively be available to you when you needed assistance.

Should you have a change of heart in the future and decide to put us back on your list, please know our door is always open.

My Best,

Julie