



234 S WASHINGTON
WESTMONT, IL 60559

CONTACT: 630.310.7187
BOLT.RACHEL.5252@GMAIL.COM

Dear Kong Company,

On March 20, 2016, I placed a wholesale order for 200 bags of your Kong Double Chews Rawhide Small Bacon Bones through your website. Order #: TS435668.

We were delighted to receive the package before the estimated arrival date. However, after unloading the product, we realized instead of the Rawhide Small Bacon Bones, we were sent 200 cans of your Bacon and Cheese Easy Treat.

I am hoping you will acknowledge this mistake and we can process an exchange. Please take the necessary actions to fix this problem and provide proper communication; including tracking number and expected arrival. I will be awaiting your response via email.

Thank you in advance for addressing this issue.

Sincerely,

Rachel Bolt

Rachel Bolt
King Kaiser Boarding
CEO