

***D. Kendra Francesco***

█████ First Place \*\*\* Springfield, OR 97477  
(541) 741-█████

March 10, 2█████

Consumer Affairs  
P.O. Box 79007  
Seattle, WA 98119

To Whom It May Concern:

When cooking, it's necessary to measure the ingredients precisely. When I bought your one-pint carton of Classic Heavy Cream (UPC 0-26400-23420-3), I expected to get four half-cup servings from it. I needed each of those half-cups, measured out just so, for the candy I was making.

The "pint" measured out to exactly 1-3/4 cups; it was one-quarter cup shy.

This meant, of course, that I had to stop what I was doing (thankfully, it was a candy of which I could stop in the middle!), get in the car, drive to the store, get more cream, wait in line, drive back home, and resume my candymaking. This is not the way I want to spend my time or money when I have candy to make, especially since I expect a pint of cream to be a *full* 16-ounces of cream as the label says.

I would like, at very least, a refund for the time and extra expense that your not-quite-a-pint created. For the extra cream I had to buy, and the extra time I had to use to get it, I would like you to refund me \$5 (five dollars) to the address below:

D. Kendra Francesco  
█████ First Place  
Springfield, OR 97477

Thank you in advance for your promptness in this matter. If you have any questions you may contact me at home (541-7█████-7█████) or at work (541-7█████-3█████, shoe department).

Sincerely,

D. Kendra Francesco  
Springfield, OR

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Results in April 2:

One of their representatives called me at work. She asked if I would accept \$50 in free coupons instead of the money. I said I would. The firm sent me:

8 coupons for free pound of butter

8 coupons for free 16-oz. cottage cheese

8 coupons for free 8-oz. yogurt (which I'm having trouble finding in this town)

8 coupons for free half-gallon ice cream

7 coupons for free half-gallon milk

Is this service or what? It pays to complain nicely!