**FROM AN ATTORNEY**

Feb. 7, 20XX

Mrs. Allison Hanover

Vandelay Window Installation, Inc.

65 Park St.

Barrington, RI 02806

RE: Compensation for improper installation of waterproof flashing

Dear Mrs. Hanover,

This letter has been sent on behalf of our client, Mr. Terry Calloway, to inform you of a payment owed to Mr. Calloway for the following reason: On Oct. 14, 20XX, our client hired your company, Vandelay Window Installation, Inc., to install a new awning window above his kitchen sink. A representative of your company, Mr. Donald Price, arrived at our client’s home on Oct. 21, 20XX and completed the installation. However, Mr. Price failed to properly adhere the waterproof flashing to the windowsill which resulted in water damage to the drywall and surrounding area.

Despite several requests, your company has yet to try at repairing the damage caused by Mr. Price’s negligence. Mr. Calloway was forced to hire another company to repair the damage resulting in a $1,445 charge. Receipts for the repairs in question are attached to this letter.

We at McMaster & Cranston hereby request that you compensate Mr. Calloway by refunding him the full amount of $1,445. If payment is not made within five business days, we will take immediate legal action to resolve this matter and you may be required to pay attorney’s fees.

Yours Truly,

Thomas McMaster

Attorney

Law Offices of McMaster & Cranston, LLC