

Jane Doe  
123 Any Street  
Estevan, SK  
S7J 2R5

February 9, 2006

TGIF Plumbing and Heating  
27 Pine Tree Ave.  
Estevan, SK  
S7K 3M2

Attention: Bob Smith, Manager

Dear Mr. Smith:

I am writing to notify you of my intention to take your Company, TGIF Plumbing and Heating, to Small Claims Court.

As you know from my previous phone calls, I have been unhappy with the furnace that your company installed in my home on October 17, 2005. At that time I paid your invoice of \$6,745.00 in full. However, it was soon apparent that the furnace was not installed properly. It ran very noisily but did not put out any heat. Also, your employees damaged walls in the entrance to the house and the stairwell to the basement when bringing the furnace in.

I paid \$1,500.00 for another heating company to come to my house and put the furnace into working order. The cost of drywall repair and repainting the damaged walls was \$500.00. My total additional cost was \$2,000.00.

In order to avoid a Small Claims action against your company, I demand payment of the above outlined \$2,000.00 within 14 days of the date of this letter. It is my hope that we can resolve this matter without the need for legal action. However, failure to respond to this letter will leave me no option but to pursue this matter in Court.

Sincerely,

Jane Doe