

Friday, September 14, 2012

Rita Pritpal Singh  
5658 Glen Erin Drive #12  
Mississauga Ontario L5M 6C4

**Re: The Residences At Parkside Village #901**

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Dear Rita Pritpal Singh,

As per your scheduled PDI, **Thursday September 13<sup>th</sup>, 2012 at 4:00pm**; you had encountered an issue with your appliances and a missing medicine cabinet. It was stated by you, the homeowner, that you were to receive stainless steel appliances instead of black appliances, as well as a medicine cabinet in your main bath. However, as per the color selection signed by you on January 26<sup>th</sup>, 2011 black appliances were selected and no medicine cabinets were noted, they were also not purchased as an upgrade. We took the time to review your sales file as well and noticed that there was no "feature and finishes addendum" that would specify if you were to receive these upgrades.

Unfortunately at this time this is Amacon's position on this subject; however, if you could provide us with paper work that would defend your claim on this matter we will review and proceed accordingly.

Sincerely,

Amacon Customer Care