



November 11, 2014

RE: Faulty Frame Strap - XL Tree Dolly (Costco Item #660272)

Dear Valued Customer,

After doing a random post-shipment inspection of our bags produced in 2014, we discovered that the upper strap that attaches to the dolly frame was not made to our specifications. As a result, we're in the process of making new bags and will ship a replacement bag to you as soon as we get them in. Please note the information below and accept our sincerest apologies for any inconvenience this has caused.

- The new bag will be shipped directly to you sometime between 12/1/2014 and 12/15/2014 at no additional cost to you.

-Please remove your old bag from the frame and replace with the new bag. (There is nothing wrong with the frame, so a replacement frame will not be sent to you)

-No need to return anything to Costco.

-Feel free to keep or discard the old bag

-Please call us at 1-888-992-2448 should you have any questions, comments or concerns.

Thanks again for your patience in this matter.

Sincerely,

J. Jared Hendricks
CEO, TreeKeeper LLC

