

Mrs K Harrison  
14 Gower Road  
Walton on Thames  
Surrey  
KT11 4QQ

**Our Call Ref:** 32/1  
**Date:** 24-05-04  
**Your Ref:** CR045

Dear Mrs Harrison,

The Quality Control department have now had an opportunity to examine the carton and piece of plastic found therein. It is possible that plastic could have entered the carton during the forming process as a result of a temporary machine stoppage. Our production records show a stoppage concurrent with the time on the carton.

Please be assured that this is a rare occurrence and that the plastic itself would be completely sterile and therefore not affect the quality of the product. Clearly finding such an object is of concern and we apologise for any distress caused.

We can appreciate your dissatisfaction and please accept the postal order enclosed in recompense.

Yours sincerely

Carol Hurley  
QA Manager