

Answer to Activity 1-1:

6161 Culp Avenue
Niagara Falls, ON L2G 4J5

October 13, 2001

Tricot Knitting Mills
7080 Rue Marconi
Montreal, QC H2S 8K1

The three pair of Sturdee socks I recently purchased have let me down.

I followed the guidelines for picking the proper sock size, and I've laundered the socks as instructed on the package. Despite these precautions, the socks have become unwearable: The elastic ribbing at the top of the socks has puckered and shrunk so that the socks dig right into my skin. It's painful to wear the socks, and they leave deep grooves in my skin.

Perhaps your quality control people can determine why they have deteriorated so much. You'll find a sock enclosed.

You've made good socks for me before, but I do not feel I got my money's worth from these. You could make me feel better by replacing my three pairs with larger size Sturdee socks or another brand that isn't ruined by laundering.

Sincerely,

Kim Crater

Enclosure

Addressed Envelope

KIM CRATER
6161 CULP AVENUE
NIAGARA FALLS ON L2G 4J5

TRICOT KNITTING MILLS
7080 RUE MARCONI
MONTREAL QC H2S 8K1