774 Keokuk Court
Manor, Texas 78602
04 September 1993

Mr. Mack Simons
Manager of Merchandise
High-Mart Stores, Inc.
2400 Highway 81 East
P.O. Box 95
Elgin, Texas 73602

Dear Mr. Simmons:

I am writing you concerning three polymer lawn and garden sprayers that I have purchased within the last two months from the High-Mart Store in Elgin. The polymer sprayers are XXL Spray-Master two-gallon hand held sprayers, model number 1992, and cost $18.96 each. I purchased the first sprayer on June 28, 1993.

All three of these sprayers had a faulty flow control. The handle control that regulates the amount of spray by the amount of pressure applied in the handle is made of plastic. After about two hours of use, the plastic lever controls wear out. I have followed the instructions that came with the merchandise. All three sprayers have had the same problem. I have exchange the first two sprayers a week after each sale. The third one I have on hand. I have a copy of the receipt and the instructions/parts manual enclosed.

Since this is the only type of sprayer High-Mart Stocks and since High-Mart is the only store in Bastrop that carries sprayers, your customers are forced to either buy this faulty sprayer, or go out of town to meet their needs. I am requesting that you and High-Mart Stores confront the manufacturer to correct this problem and that you stock a different name brand sprayer. I am also requesting a refund of $18.96 (for the third sprayer) and a follow up with a letter (either from High-Mart personnel of from the product's manufacturer) indicating progress on this problem.

I choose to do my business in Elgin and to back High-Mart's belief in buying products from American manufacturers to help the local and national economy. Stocking below-standard American products forces customers to seek other sources of merchandise, which foreign markets and out of town businesses are only eager to provide.

Sincerely,

J. Raymond Rink
Triple TNJ Ranch
JRN

Encl.: copy of receipt, operation and service instructions