**Anderson Transport**

3408 Front Street, Indianapolis, IN 46204

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[www.andersontransportindiana.com](http://www.andersontransportindiana.com)

January 23, 2011

Jonathon Wade

General Manager

Printing Pals

400 Main Street

Indianapolis, IN 46230

Sir,

I am not at all pleased by the service I received recently from Printing Pals. In fact, I should say that I am incensed.

I spoke with one of your representatives and was told to e-mail a file containing the text of Anderson Transport’s new brochure. The representative knew that I was in a hurry, which is why he asked me to e-mail the file. After e-mailing the file, I was dismayed to then receive a rudely worded e-mail in reply: “To prevent the chance of viral infection, Printing Pals does not accept digital files from unidentified sources. Your file is rejected.” I called Printing Pals and was told by another representative that I could not send a digital file. I asked to speak to the first representative and was told that he was out to lunch. Out to lunch indeed! As a result of this mix-up, our brochures did not get printed on time and we lost opportunities for new business. Needless to say, I think such a result is not acceptable.

Anderson Transport has been a client of Printing Pals for several years now; however, I plan to take our business elsewhere.

Sincerely,

Your Name