



ecococoon

14 July 2009

Dear Valued Customer,

Thank you for ordering **ecococoon's** Stainless steel cups.

We are an extremely proud Australian company that wants to provide quality and health conscious cups for families and individuals.

We have discovered in our early stages of distribution and as a result of manufacturing, that 1 cup from "Girls Dreaming", that is, the "Unicorn" cup, is slightly flawed in the paint decoration. This is by no means a problem in the function and form of the cup. However, we would like to say to our customers that we are committed to the quality and commitment that **ecococoon** represents as a nurturing family provider.

As a result, we have discounted "Girls Dreaming" cup set by AUD5.00 for the slight imperfection. We hope you understand that we want all customers to be satisfied with their purchase.

As a developing company, we had many options to preserve the paint work. However, in the final process, we decided to use a safe and eco-friendly finish that has been affected by the manufacturing process only.

We value your feedback and comments which will be available soon on our website.

Thank you for your interest and order in **ecococoon** – we hope that you enjoy these cups as much as we have in creating and providing these as contemporary, innovative and eco-friendly cups for your family.

Yours sincerely,

Libby Versace
Owner **ecococoon** Pty Ltd

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