

To: Onward & Upward Outfitters

Subject: H2O Pro-TechT Raingear's poor performance

Dear Onward & Upward Outfitters:

Since you opened your shop, I have purchased several pieces of outdoor equipment from you. I have always been impressed with your friendly and knowledgeable staff as well as your high-quality gear that doesn't let me down when I need it. Recently, I purchased the H2O Pro-TechT ultralight waterproof jacket (#568870) and pants (#651932).

This weekend I got a chance to "field test" my new rain gear. Unfortunately, I spent most of my trip wet and cold. My shirt was soaked only a few hours after I put on the jacket. I couldn't tell if the seams were leaking or if the jacket just didn't "work."

I know that H2O Pro-TechT is relatively new. Am I the only one who has had problems with the H2O Pro-TechT rain gear? As I trudged along the trail, I kept thinking maybe I was just unlucky and bought a defective set of rain gear. If I brought my rain gear back, would you be willing to take a look at them? And, if nothing seems wrong, may I return the rain gear? I don't want to spend another day in the rain like I did this weekend.

Sincerely,
Jeff Collins

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