

13 September 1972

Mr. Norman Kurshan
Kurshan Color Lab
209 West 40th Street
New York, N. Y. 10018

Dear Mr. Kurshan:

I have been going over all my Icelandic transparencies which you processed for me on August 16th and have found several scratched 4x5s and a roll of 120 Ektachrome that looks as though it had been dropped on the floor and hung up to dry without wiping off the dirt or water drops. Even if an attempt had been made to clean the roll this kind of handling by any standards of performance would be unacceptable.

I have the distinct impression that since you moved to your present location your attitude towards your customers has deteriorated. Although you have installed the latest in processing equipment, the care of film you exercise has not simultaneously improved.

It is not tolerable for a photographer who has invested heavily of his time, energy, creative ability, and money to have his photographs ruined by the careless and indifferent handling by an ill-trained technician who conceals the damage and tries to pass it off on him.

You are equally responsible and owe me much more than the cost of the film and processing.

Eliot Roth