

1 December 1985

Mr. Colby Whitmore, President
Eastman Kodak Company
343 State Street
Rochester, N. Y. 14650

Dear Mr. Colby:

I have been making dye transfer prints since 1942 when the process was called washoff relief. Because of my long experience with this technique I think it is not unjustifiable on my part to expect cooperation from Eastman Kodak Company in the supply of dye transfer materials with reasonable promptness. But for the past two years my expectations have been disappointed.

When I order supplies through my local camera shop the order goes through the Dallas branch of Kodak which does not stock dye transfer materials. Consequently everything is back ordered requiring two weeks at best for delivery. Twice this year I have ordered a case (10 boxes) of 11x15 $\frac{1}{4}$ Matrix Film and in both times the order was not filled for more than two months.

Most recently, I ordered a box of 250 sheets of 11x14 dye transfer paper. After considerable delay the camera shop was informed that this size paper was supplied only in 100 sheet lots, but nothing was shipped and the paper had to be reordered. A month later, nothing having arrived, I telephoned Customer Service at Eastman Kodak and was informed that the order had been sent. After another long delay I telephoned again. No explanation was given for the failure to deliver the paper, but I was promised that two boxes would be shipped within twentyfour hours to Dallas by air express. Again nothing arrived and after more lengthy inquiries it was revealed that the two boxes of paper had been lost by the trucking company that was to have brought them to Albuquerque,

Aside from this dismal record I feel especially aggrieved that I have been twice lied to by Eastman Kodak Company representatives in Rochester.

Sincerely,

