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Great Spruce Head Island, Sunset, Maine 04683

Meisel Photochrome Corporation  
P. O. Box 6067  
Dallas, Texas 75262

Billing Department

Dear Sirs:

I purposely withheld payment of this bill because I was engaged in correspondence with Mr. Jacques Van Ingh, Processing Department Head and with Mr. R. L. Nienkamp, Plant Manager concerning the processing quality of this order which I felt was inferior. I am sending you the deferred payment under protest herewith. It is enclosed in the self-addressed Meisel envelope.

It seems to me rather unusual to demand payment in full before a dispute over the quality of the service rendered is resolved. Meisel has not as yet satisfactorily answered my complaint. Do you insist that full payment should be made for a service regardless of quality? If this is your policy it would seem that your customers have no recourse but to withdraw their patronage.

Yours truly,

*Ed Porter*