

# The Hough Company

125 Exchange Street  
New Orleans, LA 50325

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October 5, 2003

Mrs J. Halliwell  
Jessop & Johnson  
1650 Washington Boulevard  
New Orleans, LA 70199

Dear Mrs Halliwell

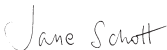
**Order no. 54.77.PO**

Further to our phone call, we are writing to complain about various items which are either missing or wrong in the above order.

I enclose a list of both categories of items and would remind you that we were obliged to complain of mistakes in the two previous orders as well. We hesitate to change our supplier, particularly as we have no complaints as to the quality of the goods, but your errors are affecting our production schedules.

We hope that you will give this matter your immediate, urgent attention.

Sincerely yours



Jane Schott  
Manager, Procurements  
Enc.