5000 Wilderness PL

Boulder, CO 80301

May 17, 2012

Mr. Axel Geirsson

Onward & Upward Outfitters

701 Butte St

Boulder, CO 80301

Dear Mr. Geirsson:

On a recommendation from one of your sales specialists, Brook Rodney, I recently purchased a H2O Pro-Techt rain jacket (women’s medium). Brook told me that the H2O Pro-Techt was not only lightweight and packable but also waterproof.

Last weekend I accompanied my son’s Boy Scout troop on an overnight camping trip. As you probably know, it rained most of the weekend. When the dark clouds began to roll in while we were making camp, I didn’t much worry because I thought I had a waterproof rain jacket. I was wrong. The jacket just didn’t keep me very warm and dry. While the scouts completed their compass skills and other activities, I spent the entire weekend damp and cold. My son’s inexpensive PVC poncho kept him drier than my expensive “waterproof” jacket.

I feel that Brook misrepresented the features of the rain jacket — especially the waterproof feature. As a store advertising itself as a “place where the experts gear up,” I expected a much higher quality product. I would like a full refund of $157.43 (attached is a copy of the receipt) for the jacket.

Before my family or the scout troop shops again at Onward & Upward Outfitters, I need to be convinced that your products will hold up during our outdoor activities, including those in the rain.

Sincerely,

Elise Smith

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