Date: May 11, 2020 at 11:15 a.m.

To: <loublackstone@shaw.ca>

From: [jdoe.logistics@albertaglasswords.ca](mailto:jdoe.logistics@albertaglasswords.ca)

Subject: Your Complaint

Dear Mr. Blackstone,

Thank you for informing us of your concerns regarding the packing material Alberta Glassworks uses as part of the shipping and handling of our product. We want to ensure that you are 100% happy with your experience with Alberta Glassworks.

I understand your concern regarding the packing popcorn being of non-biodegradable material. As logistics manager, I agree that an alternative to this formula of packing popcorn would be ideal not only for the safe journey of the shipment but also, it is better for the environment. I have looked into many different alternatives for the filling of the shipment boxes and have concluded that the packing popcorn Alberta Glassworks uses is the best option. When weighing out the pros and cons of using different materials, packing popcorn seems to be the material to use because it best protects your shipment as well as allow us to provide the best possible price for you as our customer.

I have looked into efficient and environmentally friendly ways of disposing of the packing popcorn that is most convenient for everyone. Here are some options that might help:

1. Saving and using the packing popcorn for any project where it seems appropriate.
2. Recycling the packing popcorn is possible at some locations however, if it is not, please send it back and we will gladly use it for the safe shipment of another customer’s order.
3. It is encouraged to visit the Alberta Glassworks website for more information on how to dispose of the packing popcorn and how to send packing popcorn back to Alberta Glassworks.

Thank you for writing into Alberta Glassworks and giving us feedback on your experience. We want to ensure that you are happy with your shipment and the service you have received. I hope I was able to resolve some questions you may have had and provided some useful solutions. Please feel free to email me with any further questions you may have.

You can reach me at [jdoe.logistics@albertaglasswords.ca](mailto:jdoe.logistics@albertaglasswords.ca) or if you have any other inquiries about your order or customer service please contact the customer service email at [customerservice@albertaglassworks.ca](mailto:customerservice@albertaglassworks.ca).

Best Regards,

Jane Doe

Logistics Manager

Alberta Glassworks