

## **INQUIRY #4**

Jim Halpert  
President and CEO  
Rice n' Spice, Inc.  
Scranton, TX 77077

Dear Mr. Halpert,

I am writing because I purchased a box of you instant Rice n' Spice product at a local grocery store on March 20, 2014. The can had a "Use By" date of May 20, 2014. I knew I was going to use the Rice n' Spice right away. When I opened the spice pouch there were tiny little bugs, weevils I presume.

There was no way that I was going to use the spice pouch provided. I am beyond disappointed with the product that I bought. I was so disgusted when I saw the bugs in the spice pouch, and this situation has made me extremely hesitant to purchase your Rice n' Spice products ever again. I saved the remainder of the product for further investigation, and would like a refund. I have been a loyal customer for many years and I trust that you will do everything in your power to make this situation right.

Thank you for your attention to this very important matter.

Sincerely,  
Pam Beesly