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15 December 1965

Dear Dr. Ulora:

We are in receipt of your recent letter regarding the difficulty with your order.

This is to assure you we are working on the problem, regret the inconvenience you have been caused, and that you shall be hearing from us shortly.

Looking forward to helping you in every possible manner, I am,

Very truly yours,

BRENTANO's, Inc.,

*Carl S. Dirfeld*

Order Department