August 7, 1982

Jacques,

My check includes the payment of the Kodak Sonotrack. Nevertheless, I very much hope that you will point out to whoever is responsible for this service at Kodak that their recent Sonotrack has ruined one thousand dollars of film (and processing). The film was in perfect shape before it was sent to Kodak for the sound tracks. It came back with so many scratches that one wonders whether someone tried to sabotage this service by liberally sprinkling sand on the machine. As it is now, the film is practically unusable.

Kodak should be ashamed of this kind of service. The job was so sloppy that not even the least reputable firm in the most backward country imaginable would dare to send back film in this condition. Obviously, no one cared to check the work. Scratches increase in number and size as the film advances. Kodak's --of the Kodak subcontractor's-- incompetence and carelessness in this area is truly appaling.

Have a good vacation,

Cordially,

Henri

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