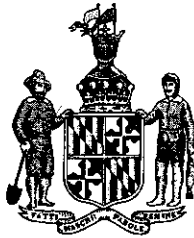


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*Deputy Attorney General*



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

Writer's Direct Dial No.

**STATE OF MARYLAND**  
**OFFICE OF THE ATTORNEY GENERAL**  
**CONSUMER PROTECTION DIVISION**

410-576-6513  
Fax: (410) 576-7040

June 7, 2017

Mr. Orlando Morales  
1820 Mount Ephraim Rd.  
Adamstown, MD 21710

IN RESPONSE REFER TO  
CASE NO.: MU-282225  
Re: Orlando Morales  
1820 Mount Ephraim Rd.  
Adamstown, MD 21710

Dear Mr. Morales:

On 5/24/2017, we sent you a letter regarding a complaint we received from Orlando Morales about Hot Tubs, Inc.'s failure to provide the necessary services for his hot tub. He has been unable to contact the office manager, Jenna Gilbert, to request the movement of his hot tub to test the functionality of his spa. Mr. Morales would like to receive the necessary service for his purchase or a refund if this service cannot be provided. In the event you did not receive our previous correspondence, we are enclosing our letter and attached materials once again.

This office wants to consider the views of all parties concerned before deciding on a course of action. Your failure to respond to this final request will limit our ability to resolve this matter amicably. By law, the Consumer Protection Division of the Office of the Attorney General is authorized to initiate administrative and/or legal proceedings in response to activities which appear to be in violation of the Consumer Protection Act. If we do not hear from you, we will assume that you do not wish to resolve this matter at this time and we will determine what procedures are appropriate.

Please respond in writing by 06/21/2017. If you would like to discuss this matter I can be reached at 410-576-6513 on Monday and Wednesday between 8:30-1:30. We look forward to receiving your response.

Very truly yours,

*Koko Etokebe*

Koko Etokebe  
Mediator

Enclosure  
cc: Orlando Morales