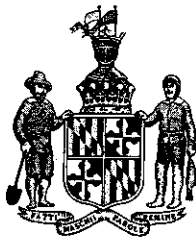


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**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

Writer's Direct Dial No.

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

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

May 24, 2017

Hot Tubs, Inc.  
P.O. Box 1172  
Huntington, MD 20639

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

Dear Sir/Madam:

The Office of the Attorney General has received a complaint from Orlando Morales who claims that Hot Tubs, Inc. did not provide the necessary services for his hot tub. Mr. Morales requested the movement of his spa. However, he was informed by the company's service technician that he would be charged an additional fee to move the spa to its original agreed location. To discuss the fee, he attempted to contact the office manager, Jenna Gilbert, but has been unable to reach her. He claims that until his spa is moved, it is not possible to turn on the spa to test its functionality. He fears that if the spa is not moved and turned on soon, he will fall out the 60-day warranty service call period. Mr. Morales would like to receive the necessary service for his purchase or a refund if the service cannot be provided.

Please review the attached materials as well as any records you may have about the transaction and then contact me so that a fair and equitable solution can be reached. Please respond in writing within two weeks. If you wish to discuss the matter, I can be reached at 410-576-6513 on Monday and Wednesday between 8:30-1:30.

Very truly yours,

A handwritten signature in black ink that reads "Koko Etokebe".

Koko Etokebe  
Mediator

Enclosure  
cc: Orlando Morales