



December 19, 2017

John Cutrera
4425 Clearlake Dr
Metairie LA 70006

Re: ORDER# 129388593

Mr Cutrera:

Enclosed is the agreement specifying the terms of our settlement offer. Lumber Liquidators (LLI) will provide you with a store credit in the amount of Two Thousand Five Hundred Nine Dollars and 08/100 (\$2,509.08). Based on the warranty, this is a visual concern that should have not been installed. The warranty states that the sole remedy is a store credit.

Please review this document and sign on the places designated for your name and return all pages. Please do not write any comments on the settlement agreement. This agreement supersedes any and all agreements submitted prior to the date of this letter. ***Altering the document in any way is not permitted and will result in further delays processing your final settlement.***

Please respond to this letter no later than December 2, 2017.

You may mail your reply to my attention at Lumber Liquidators, Inc., 3000 John Deere Rd. Toano, VA 23168. You may also reply via email shelly@lumberliquidators.com or fax 757-259-7292.

Kind Regards,

Shelly

Shelly
Warranty Services

Initial here that you have read and agree
to the terms associated with this document.