

42 Carlisle Street
Worcester, MA 01602

January 16, 1986

RECEIVED FEB 1 1986

Refund # 58.50

Mr. Michael Kermian, Director
Diocese of the Armenian
Church of America
630 Second Ave.
New York, NY 10016

Dear Mr. Kermian:

I am writing this letter to you in hopes you can and will resolve my problem.

On November 25, 1985, I sent a check for \$58.50 to purchase a 14K Gold Cross from the St. Vartan Bookstore, which I never received. On 3 different occasions, I called the bookstore to check on my order and was told they would check on it and call me back which was never done. My last call was on December 24, 1985 and I spoke to Mr. Onnig Duekmajian who told me he would check on it and call me back which he did. He told me my order had gotten lost. He asked me if I wanted him to send one out to me that day, but I told him it was too late since it was to be a Christmas gift and Christmas was the next day. I requested he cancel the order and send me a check for \$58.50. He told me the check would be sent out right away. As of the date of this letter, I have not received my refund.

I am trying to be very patient about this matter, but it is nearing two months since I sent my check and I feel I should have received a refund by now. I realize the bookstore is in the midst of reorganizing, but I do not believe that should affect the matter of your bookkeeper to make a check payable to me and mailing it.

Mr. Kermian, not only has this been an inconvenience to me, but it has also been costly with the phone calls to New York.

I am enclosing a photostatic copy of the cancelled check received by the Diocese.

To say the least, I am very disappointed. I trust and hope I will receive my refund very soon.

PAID
CHECK NO. 1610
AMOUNT 1-22-86
DATE

Very truly yours,

Rose M. Aslanian
Rose M. Aslanian

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January 23, 1986

Ms. Rose Aslanian
42 Carlisle St.
Worcester, MA 01602

Dear Ms. Aslanian:

Thank you for your letter of January 16, I regret that despite the Bookstore manager's and your attempts you could not, at the end, have the gold cross you had ordered.

Enclosed we return our check for \$58.50 reimbursing you for the payment you have made.

Please accept my apologies for the inconvenience, and I trust next time around we would be able to serve you better.

With best wishes for the New Year.

Very truly yours,

Michael M. Kermian
Director

cc: Onnig Deukmejian

MMK:vk