

March 20, 1995

Lennox Hill Brace Company
11-20 43rd Rd.
Long Island City, NY 11101

Dear Madam/Sir:

Enclosed please find a Lennox Hill knee brace, and a check for \$350.00 to cover a full recovery of the brace and the cost of shipping and handling. I was told over the telephone that full recovery meant replacing all of the straps and the tubing. The pad on the inside of the hinge where the brace touches the knee, you will see is well worn. I ask that you would replace that piece as well. Also if you would send a new neoprene sleeve along with the brace when you send it back. I was told that you would turn the job around in 24 hours.

Please know that the brace has given me the ability to do things that I never thought possible following my knee injury.

Thank you,

Kevin Tiernan
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