

If you will send us your cheque for \$100.00 on account at once we will re-draw on you for the balance at 45 days. We believe you will agree with us that part payment should be made, and hope the method mentioned will enable you to take care of the account without too much inconvenience.

While we regret being unable to allow you the full extension, we are sure you will appreciate the fact that our goods are sold on narrow margins, and that we are obliged to adopt a somewhat stricter policy in regard to extensions than we should otherwise.

Thank you for your frank explanation, which enables us to co-operate with you in this manner.

Letters covering particular phases of collecting:—

EXPLAINING AN OLD DIFFERENCE.

We are very sorry to learn from Mr. Jones, who has recently been in Calgary, that through some misunderstanding you have ceased to do business with our firm.

We are most desirous of straightening this out to your entire satisfaction. Will you not help us out?

On June 31st we sent you a Postal Money Order for \$8.96 which was the credit balance at that time appearing on your account.

We are enclosing an itemized statement listing all debits and credits, which will show you how this is arrived at. If incorrect, will you inform us where we have erred? We assure you it will have our immediate consideration.

Before going any farther we want to give you entire satisfaction.

DIFFERENCE CLAIMED INCORRECTLY.

Your letter of May 6th received with cheque enclosed for \$12.00, which amount has been credited to your account.