

Claim # 000-07-553602

Dear Kimberly:

There seems to be some confusion here. I am not a guitar store or a commercial entity, I am an individual.

The guitar was ordered via a deposit months ago, and a credit from another guitar I traded to the guitar store completed the payment. When I received the guitar in April, it was not to my liking, so I arranged to trade it back to the dealer in exchange for a different guitar. I carefully packed and insured the guitar for \$6000, and sent it back. It was damaged in transit and remains with the guitar store.

The guitar store shipped me a replacement guitar on May 7th, prior to the damaged guitar being delivered to them. It arrived safely. They are awaiting payment from me via this insurance claim.

This seems to be a simple thing ... I, an individual, shipped a valuable guitar insured for \$6000 and it was unfortunately damaged in transit and arrived with a broken neck. I am the customer, not the dealer, and I would like to be made whole.

Best,  
Matthew Webster