

Complete guide available
through my website
www.jimlauria.com

10. Don't threaten legal action

9. Don't take it personally

8. Don't give up -- be prepared
to write multiple letters

7. Use humor

6. Visit our website



Ten Tips to Getting Your Money Back

1. Write directly to the CEO

2. Use regular mail

3. Demonstrate your past loyalty

4. State the facts

5. Tell us what you want

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