Complete guide available through my website www.jimlauria.com

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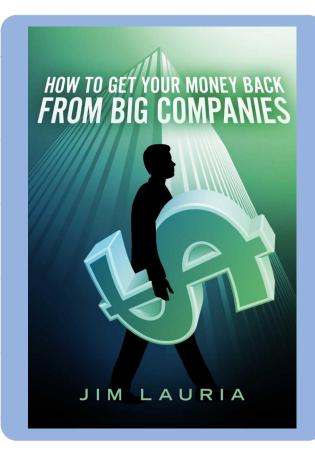
10. Don't threaten legal action

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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