

John at 2filter.com

From: "Sales at The Filter Connection" <sales@2filter.com>
To: "Niles Jensen" <niles@gis.net>
Cc: "John" <john@2filter.com>
Sent: Tuesday, April 07, 2009 4:47 PM
Subject: Fw: Re: filter separation Attn: Annie

Nice customer service - they never replaced the defective 67 HD CPL for the customer we discussed either.

From: ~~George Goldie~~
To: sales@2filter.com
Sent: Tuesday, April 07, 2009 12:23 PM
Subject: Fw: Re: filter separation Attn: Annie

Annie,
 Here is the response from Hoya. It certainly would have been easier if you guys had been able to handle i George

--- On Tue, 4/7/09, Glenn Nash <support@thkphoto.com> wrote:

From: Glenn Nash <support@thkphoto.com>
Subject: Re: filter separation
To: "ggoldie" <~~ggoldie@digitalnet~~>
Date: Tuesday, April 7, 2009, 8:11 AM

George;

Send the filter to THK Photo Products, 7642 Woodwind Drive, Huntington Beach CA 92647 ATTN: Repair Dept. Include a note explaining the problem, along with any and all contact information and a copy of your receipt. Assuming the filter was purchased through an authorized dealer, we will make the repairs and return the filter. However, if the filter is a gray market filter, we will contact you with a repair estimate before any work has begun.

ggoldie wrote:

> I purchased a HoyaHD CIR-PL 72mm for my Canon 50D about 60 days ago, When I was cleaning it yesterday, it came apart into three pieces. I read on Amazon.com that this problem has happened to other people also. What is your replacement policy? There seems to be no damage to the lens or the housing. It simply came apart.

> Thank You for your assistance,

> ~~George Goldie~~