

Unilever UK
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25 April 2013

Dear Sirs

I didn't hear him wail as I opened the box. I didn't hear the gloating of the other perfect specimens in there. It wasn't until I took the poor enclosed waif out that I saw his plight. Oh woe is him. He is undone.

No smart edges on his bag as his box mates. Only the merest of fastenings made it possible to know he should have even been a bag. It wasn't till I took him out and all his insides started spilling out onto the kitchen floor and work surface that I could see the full travesty of his condition.

So I'm sending him back to you in the hope that you can ease his anguish. And at the same time, maybe you can ease mine. No-one likes to see suffering of any description, but when it's one of your favourite flavour Moroccan tea bags, well, need I say more?

I await your comments with interest.

Yours faithfully

Naomi Stevens



PS I'm afraid some of his insides are missing as I obviously had no forewarning of the catastrophe about to happen. Those of his contents which landed on the floor have since been eaten by my Dyson.