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LetterChamp Consumer Advocacy Service Resolves Large Cash Refund Case Against US Airways for over \$3,300

Innovative service allows unhappy **consumers** to obtain hassle-free **refunds** and **product replacements**

TRACY, Calif., May 6 /PRNewswire/ -- **Consumer advocacy service** LetterChamp has helped one consumer receive a cash refund of over \$3,300 for a ruined vacation. LetterChamp works on behalf of its clients to obtain cash refunds or product replacements from manufacturers, retailers and service providers around the country.

"We have a passion for making sure our clients get the quality products and excellent **customer service** that they paid for and deserve," says Allen Banez, founder and president of LetterChamp. "Our corporate philosophy is: You work hard for your money, shouldn't companies work just as hard to earn and keep your business? We love winning cases for the little guy."

Visit <http://youtube.com/letterchamp> to hear Banez explain the consumer advocacy services of the LetterChamp.

LetterChamp recently settled a large cash refund case against US Airways for Lily Alejandria, a working mother with two children in Folsom, California.

In August 2008, Alejandria organized a dream vacation - a European cruise - for her husband and a few close friends. They had diligently saved their money for several years to afford the vacation. They checked into the Sacramento International Airport on time and followed the appropriate check-in procedures. Unfortunately, this was the beginning of their vacation nightmare.

US Airways lost all their luggage and Alejandria, her husband and friends had to board the cruise boat with only the clothes on their backs. They had to purchase their basic necessities from the boat gift shop at inflated prices. The airline finally got their luggage to them at the end of the fifth day of their seven-day cruise.

To make matters worse, one of Alejandria's friends had an allergic skin reaction from the chemicals on the new clothes that she purchased from the gift shop. She broke out in hives all over her body and had to visit the ship doctor and take a week off work after their vacation ended.

When they returned home, Alejandria called the airline's customer service department but they just apologized and did not do anything to compensate her or her companions for the airline's blunder. "They were very lackadaisical and did not care about my complaint," says Alejandria, recounting the airline's response.

After several unsuccessful phone calls, Alejandria retained the services of LetterChamp, which used proprietary methods and processes to quickly resolve her case.

LetterChamp's professional consumer advocates contacted the corporate executives at US Airways and presented a logical argument with complete documentation. LetterChamp proved that the airline was at fault for the delayed luggage that ruined Alejandria's dream cruise. LetterChamp held the corporate executives accountable for their company's mistakes.

Today, Alejandria has a smile back on her face and says, "I was ecstatic with the hard work of the LetterChamp consumer advocates. My phone calls fell on the deaf ears of the customer service department. I began to feel my case was over and done until LetterChamp came to the rescue and saved the day. They are my superheroes!"

LetterChamp has successfully collected refunds and product replacements from a variety of companies in multiple industries, including: auto manufacturers, car dealers, computer companies, electronics firms, household appliance manufacturers, major retailers, travel industry and many more.

About LetterChamp, LLC:

Founded in 2006 and based in Tracy, California, LetterChamp offers full-service consumer advocacy services to clients nationwide. The company applies proprietary methods and processes that are proven to successfully resolve most **consumer disputes**, all the while representing its clients with a professional and cheerful attitude. The company can be reached by phone at 650.892.6272 or via email at customerservice@letterchamp.com. Visit the company on the Web at <http://www.letterchamp.com>

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