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Reno, NV 89521-7430
January 23, 2012

Mr. Craig Jelinek, CEO
Costco
999 Lake Drive
Issaquah, WA 98027
Fax: 425-313-8103

Dear Mr. Jelinek,

I am a longtime Costco member. You acquired me when you merged with Price Club back in the 20th Century.

Last May (2011) I went to your Reno Costco Tire Center to have the Bridgestone Blizzak snow tires on my almost-new 2011 Subaru Legacy changed out with the regular tires (the ones that came with the vehicle).

Your Tire Center refused to provide the service, saying it was because I hadn't bought either set of tires from Costco. Your Associate said it was something about liability.

I will note that:

1. I obviously could not have bought the vehicle's OEM tires from you;
2. You sell Bridgestone tires, and sometimes you even sell Bridgestone Blizzak snow tires, so you must know how to properly install them.

Is this still Costco's policy?

Sincerely yours,

/Jed Margolin/