

Dear EternaTree staff and advisers.

Your latest creation arrived by post intact and within reasonable shipping time. I intended to open it on the Epiphany, twelfth day, but forgot.

Thank you ever so much for the puzzle box. I commend the craftsmen in your shop for the fine detail and exacting workmanship. Compliments to your research team who found another production piece to add to your catalogue of unique handcrafted gifts. The new addition will be cherished along with the other wondrous pieces you have provided over the years.

Having studied Jill's original box, I was able to open the box within two minutes. I closed it and opened it again, making note of the correct actions.

Blimey!! It took another hundred or so attempts over a couple of hours to get it open again!!! (More mental notes and photos this time).

Thanks again.

There are two attachments to this email.

1. A word document detailing my interaction with Jill's box, the inspiration for your current rendition.
2. A copy of the message I received limiting access your web site. (During my frustration, I succumbed to the easy way out for the conclusion). Please chase the problem and rectify if possible.

I humbly request more information on the locking mechanisms of the box. Production plans, scale drawings or Google search parameters would help me to produce a similar product in my workshop. If any payment for the information is needed, I suggest that I return your 2 cents and you can split it with Jill.