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August 1, 1995

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Dear [recipient's name],

Your Order No. [number]

Thank you for your letter dated [date] concerning the poor condition of goods delivered to you according to your Order [number as above].

Our investigations indicate that [detail briefly why the goods were in poor condition]

We hope you were not inconvenienced by this event and wish to inform you we are taking steps to

ensure there will be no similar problem.

Replacement goods will be shipped shortly and I will contact you to assure myself they arrived in perfect condition.

Once again, accept our apologies and assurance that this problem will not recur.

Sincerely,

[Sign here]

[type your name here]

[type your job title here]