

Olivia's Rose Garden Boutique
65 Lily Lane Marietta GA 30060

February 21, 2016

Paula Blossom
3465 Tacochilada Avenue
Henderson NV 89013

This adjustment letter responds to a dissatisfied customer with an offer to refund or replace the faulty merchandise. Note that it follows the block format, which is formal, and throughout maintains a respectful and helpful tone.

Dear Ms. Blossom:

Thank you for your recent purchase of a cotton quilted tote bag from Olivia's Rose Garden. I am sorry that you were not satisfied with the quality of the bag, which you purchased from our online marketplace in January of 2016.

According to your letter, the bag's straps were not well attached and the lining was torn in one spot. Olivia's Rose Garden prides itself on quality workmanship, so a poorly made bag is not acceptable. We'd like to offer you this solution.

Enclosed you will find a shipping label with return postage paid. Please use it to return the bag to us, and we will issue you a full refund for the merchandise. If you wish to exchange the bag for another, then we will gladly accommodate that as well, and make sure before we ship that your new bag meets our standard for quality. The information for either action is on the shipping label.

Please contact us if you have any further questions. We look forward to doing business with you again and regret any inconvenience this has caused you.

Sincerely,

Lily Paddington

Lily Paddington
Owner: Olivia's Rose Garden

Encl: Shipping label with instructions