

Sample letter of adjustment

Noe S. Johnson

606 Stratford Drive
Lihue, HI 96766

Dear Noe,

I once again want to apologize for the mistake we made in shipping you the wrong bicycle. We take order fulfillment very seriously, and are investigating the cause of this incident.

In the mean time, we wish to send you the bicycle you ordered, along with a prepaid voucher to send back the incorrect bike. As a token of our appreciation, we also want to include a \$100 gift voucher that can be used at any product in our store.

Again, we hope you accept our apologies and the corrections to the above mistake!

Thanks,

Bills Bikes