

Bad News Letter

Amazon.com, inc Customer Services
PO Box 81226 Seattle, WA
USA 98108
July 11, 2016

Bhawandeep S Kambo
123 East Mall
Vancouver, Canada V2H1S1

Dear Mr. Kambo,

We would like to thank you for your continued business as a valued customer. We try our very best to provide an amazing experience on every order that comes through our doors and therefore sincerely apologize for the inconvenience we have caused you.

Often times there is some physical alteration during the shipping process that may have caused the item to arrive damaged. We try and avoid these types of problems so we can serve our customers to the best of our abilities. We have looked over your account and have found the most recent order that you have been having this trouble with. We inspect every order as it exits our facilities so we know that they will always be up to par with our standards. We cannot provide any sort of reimbursement at this time as we already strive to have the lowest prices in the business. We have set the order to our highest priority and will be sending out a new order with express shipping at no extra charge. As an added bonus we will not require you to ship back the original damaged product as per our policy so you are not inconvenienced any more.

Thank you for choosing Amazon for your online purchases and we hope to continue our business serving you. If you have any more questions please feel free to contact us at 123-123-1234 or email us at customersupport@amazon.com with your order number.

Thank you,

A handwritten signature in black ink that reads "John Smith". The script is cursive and fluid, with the first letters of "John" and "Smith" being capitalized and prominent.

John Smith
Manager, Customer Support Services