

Business Letters: Complaint & Bad News letter – By Melodie Lu

By [melodie lu](#) on October 24, 2015

Melodie Lu
925 East 1st Avenue
Vancouver, B.C.
V6V 1H2
October 20, 2015

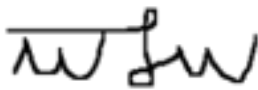
City Motors
Attn: Timothy Johnson, Manager
1022 Granville Street
Vancouver, B.C.
V6E 1V1

Dear Mr. Johnson:

I am writing with regards to Invoice #12345 dated October 19, 2015. I would like to point out that I did not request City Motors to flush my radiator and I am quite upset that I had to pay the \$114.50 charge plus taxes, bringing this cost up to \$127.85.

Please send me a full refund for all relevant costs for the radiator flush that I neither requested nor authorized. I would also like to be mailed a new invoice showing the work that I had originally ordered to be completed. Enclosed is a copy of the invoice with all relevant radiator costs highlighted for your records. Thank you for your prompt attention to this matter.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Melodie Lu', with a stylized, cursive script.

Melodie Lu
Enclosure

October 21, 2015
Ms. Melodie Lu
925 East 1st Avenue
Vancouver, B.C.
V6V 1H2

Dear Ms. Lu:

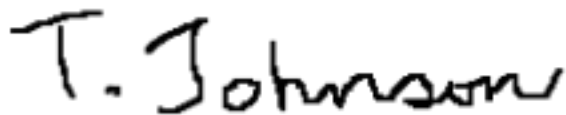
Thank you for your letter dated October 20, 2015. We understand that you are upset about your recent car service, specifically with regards to the radiator flush.

Upon checking your work order, we have discovered that you did sign off to have the radiator flush completed prior to the service. The desk clerk also received approval for this work to be completed, as our computer system showed that your car was due for a radiator flush.

Unfortunately, we will be unable to refund you for the radiator flush as per your request, as it was approved prior to the service. Please find enclosed a copy of the signed work order for your records.

We value you as a customer, and would like to offer you a complimentary oil change the next time you bring your car in for servicing. Please find enclosed your personalized voucher. We look forward to serving you again soon.

Best regards,

A handwritten signature in black ink that reads "T. Johnson". The signature is written in a cursive, slightly slanted style.

T. Johnson
Enclosure