

Masks "R" Us
197 Silver Spear Street
Huntsville, ON P1H 0K8

July 20th, 2020

Michaela Basciano, Department Assistant
Mountainview Building Group
9-3350 Merrittville Hwy,
Thorold, ON, L2V 4Y6

Dear Ms. Michaela Basciano,

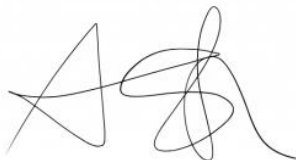
Thank you for contacting our department regarding the issue of your missing mask deliveries. It seems we may have dropped the ball on this transaction. It is important to us that we correct all issues at hand, especially for an essential service that relies on our product, such as yourselves.

I have looked into the situation and have discovered what went wrong in regard to your three missing deliveries. With some of our employees refraining from work during this time, our delivery department was put in quite a predicament resulting in us hiring some new delivery staff. It seems that while in the hiring process, the instructions of calling the site supervisor upon arrival were lost in transition. We apologize for any inconvenience this may have brought to light.

As an attempt to make up for our mistake, we would like to offer you a 15% discount on Mountainview's mask invoice for August should you choose to continue with us. We can assure prompt delivery this week to your three locations missing boxes. I anticipate them arriving tomorrow. I will be sure to remind our delivery department of Mountainview's worksite protocol so that we avoid the repetition of this issue.

We truly appreciate your loyal service and your patience as we attempt to resolve this issue. Thank you for maintaining faith in our relationship.

Yours truly,

A handwritten signature in black ink, appearing to read 'Ash Humble', with a stylized, cursive style.

Ash Humble
Manager of Customer Service