

Rowan Harris
6000 W40th Ave
Vancouver, BC, V6V 6V6

March 21st, 2018

ZNO Photography
1000 Oak St,
San Francisco, CA 94607, USA

Dear ZNO Photography support,

Since January 8th of this year, I have been anxiously waiting for a small photo book ordered through your online site. Just this week I received notice that it has been stuck at customs due to insufficient labelling. I would like to have another copy of the photo book sent to me or be compensated for the undelivered book.

The promotional offer on Facebook guaranteed a free small photo book with the payment of \$7 of shipping. At no point did the website specify limitations of which country it could be shipped – not even when submitting an address. If it is not possible to ship to Canada from the USA, please make this clear on your website as I have spent many hours choosing the pictures for this book. Alternatively, if the issue is simply in the labelling, I would advise higher label standards to ensure the product reaches the customers.

Hopefully this can be resolved in a timely manner with either another copy of the photo book or a full reimbursement. If you need any more details, please contact me at (604)-111-2222 or rowanemail@gmail.com.

Please let me know what your decision will be.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rowan Harris', with a stylized, cursive script.

Rowan Harris

ZNO Photography
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Dear Ms. Harris:

Thank you for using our online website and for bringing this shipping issue to our attention. On behalf of ZNO Photography, I am very sorry to hear about this incident.

At ZNO Photography, we greatly value high quality product and customer satisfaction. To ensure high quality, each product is looked over by an experienced photographer, but is then shipped to clients via an outside contractor. I can assure you that this labelling issue will be addressed immediately with our shipping partner to ensure that this does not happen again.

Another copy of your small photo book will be sent to you, and, in appreciation of your understanding, I have granted a 50% off coupon to be used on any item within our online store.

On behalf of ZNO Photography, I would like to apologize for this inconvenience. Please contact me personally at (889)-888-9999 or rowanmanager@gmail.com if you have any more questions or concerns.

Thank you for your time and understanding.

Best Regards,

A handwritten signature in black ink, appearing to read 'Rowan Harris', with a stylized, cursive script.

Rowan Harris
ZNO Photography Customer Support