West 10th Avenue

Vancouver, BC V5X 4T7

November 27th, 2020

701 W Georgia St, Vancouver

BC V7Y 1G5

From Shujun Peng <shujunpeng@gmail.com>

To: Tony Yu, customer Service Manager

 < Tonyyu@gmail,com>

Subject : Product Quality Issue

Dear Customer Service Manager,

My name is Shujun Peng. I have been a long-time supporter of APM brand and have held a VIP member ship. I was excited to hear that APM has new designs, and I purchased one pari of earrings at APM store in the Pacific Centre last week. However, the pearl fell off from the earrings after I wore it two times. I went to the store this Monday, brought my receipt and my damaged earrings, and asked for a new one. The salesman who greeted me rejected my request, hence I asked her if I can repair the damaged one, and she replied that -“There’s no such service”. This is not the first time that I purchase jewelry at your store, and I believe the customer can exchange a low-quality product for a new one, or return the damaged product and get another product for the same price.

I would like an explanation of why such an after-sale service canceled.

Regards,

Shujun Peng

Email: Shujunpengschool@gmail.com

Phone: 778-123-4567

#2 Bad News Adjustment Letter

701 W Georgia St, Vancouver

BC V7Y 1G5

November 28, 2020

West 10th Avenue

Vancouver, BC V5X 4T7

From : Tony Yu, customer Service Manager

To: Shujun Peng <shujunpeng@gmail.com>

RE: Product Quality Issue

Dear Shujun,

We would like to thank you for being a valued customer of AMP store. We have investigated your purchase and can confirm that the after-service of your earring is not cancelled. Thank you for contacting us about the problem. Your feedback is much appreciated. We would like to apologize on the behalf of our salesman who greeted you on Monday.

Unlike necklaces or rings, earrings belong to the type of jewelry that cannot be exchanged or replaced, simply because of hygiene issues.Therefore, they are final sales. However, the damaged product could be repaired.

Please contact me by email or by phone if you would like to come to the store again. I will let my staff help you repair your earrings.

Sincerely,

Tony Yu

Manager, Customer service.