lovetoknow
advice women can trust
Logo will not print with document

Date

Customer Name
Street Address
City, State Zip Code

Dear Customer Name,

Re: Purchase Order #

We are sorry that your recent shipment of supplies was defective. We understand your disappointment and apologize for any inconvenience that this may have caused your organization.

In an effort to improve the overall quality of our products and the way that they are being shipped, we have switched to a new delivery company and new packaging. This effort should prevent damage to our products and will expedite orders.

We will replace your entire order and have it shipped by the end of this week. There is no cost to you since this was an error on our part.

We look forward to continuing to serve your business and hope that you will continue ordering products from us. If there is anything else that we can do to reduce your inconvenience, please feel free to contact us.

Sincerely,

Name
Title