

Dear

We acknowledge receipt of your complaint following your recent purchase of . We are very sorry to hear that your experience of our products was below the standard expected.

We would like you to know that we treat all aspects of your complaint seriously, and that we are looking into the matters that you have raised.

We will respond to you with an explanation about what we find in relation to our investigations, within one week of today. In the meantime, please accept our sincere apologies for the poor impression which you have received.

Sincerely,