

Dear

In recent months our business has experienced a number of issues with the

You sent in a complaint recently, via [redacted]. Given the issues with the [redacted], we have received a number of similar complaints and in light of this, we will also be posting the essence of this letter on Facebook for all of our customers and potential customers to see. This is being done to assure them that this problem has been recognised as causing them to have a below standard experience, and to ensure that all customers and potential customers understand that we are taking action to address the needs of those customers who have received faulty products and rectifying this situation (ensuring our supply quality).

Given that [redacted], we would be very glad to offer you an apology, as well as a new [redacted] or a full refund for the [redacted], depending on your preference.

We hope that these options address your needs and satisfy you of our commitment to our customers, in supplying excellent quality [redacted]. Once again we apologise for any inconvenience caused by this issue, and look forward to welcoming you back to our store in the future.

Please contact myself on the contact details below to inform me as to whether this redress is acceptable to you, and if so, to choose whether you would like a replacement or refund.

Sincerely,