



Apology

Your Address

Your e-mail address (if sending via e-mail)

Date

Name of Addressee

Title, Organization

Address

Dear Mrs. Jones,

I am writing on behalf of *T's Please* with regards to your recent complaint. Please accept my sincerest apologies for the confusion and trouble that the unprofessional conduct of our sales staff may have caused.

T's Please takes full responsibility and you have my full assurance that the matter will be resolved to your satisfaction. We will send replacement items immediately in addition to shipping expenses. As compensation for any inconvenience, we will also send you a credit note for you to enjoy on future purchases.

I have already spoken to the sales staff involved and we are decisive steps that all future customer complaints will be dealt with in both a polite and accommodating manner.

Once again, I hope you will accept my sincerest apologies. You deserve much better from us here at *T's Please*. I very much hope you will give us a chance to regain your trust and will continue to use our services in the future. If you have any further queries, please do not hesitate to contact me on my direct line at the above coordinates.

Sincerely,

Mr. John Smith

Head of Customer Service

T's PLEASE