Jeffrey Martin

Zachary Burr

Technical Writing ENG 127 (10604)

Adjustment Letters

October 4, 2016

**Adjustment Letter Notes**

Direct (apologize, compensation, future)

Acknowledge the letter and the problem

Tell them what you are going to do to fix it

Tell them when they can expect the fix.

Briefly explain why the problem occurred.

Let them know why it won’t happen again.

Let them know what they can expect.

Give them a time frame.

Offer further assistance.

Indirect format (facts, refusal, closing)

Acknowledge the letter and the problem

Let them know of our surprise and disappointment.

We explain the situation from our side including facts and details.

Let the reader know why we can’t do what they have asked.

Tell what we can do for the reader.

Tell them how to take advantage of these offers.

Give the reader the chance to choose.

Offer support or assistance.

Superflex

Customer Relations Department

Superflex Products

San Diego, California 93141

(619)555-1234

June 23, 2001

Emily Rashon

Cameron and Dale

Sunnyside, California 91793

Dear Ms. Rashon:

We received your letter sent on June 22, 2001, and we are sorry that you are having a difficulty with our best quality dishwasher model 3203245. After talking to our repair crew, we determined that you are having an ongoing problem with the dishwasher and that it should be replaced instead of repaired. We are sorry for any inconvenience this has caused you.

We have instructed our crew at our Hillcrest store to come out to The Loft on June 26 to install your new Superflex Dishwasher. As you requested we will be taking $1,000 of the purchase price of the dishwasher. The dishwasher that is the closest to the one you had, is model 3203247. It is an upgraded model that sells for the same price as the one you currently have. After the discount, you will owe $4,123.21 with tax for your new dishwasher.

The new dishwashers have upgraded circuit boards that are highly dependable. The new line of dishwashers will have a longer service life than our previous models. The new dishwasher continues the excellent cleaning with quick times that you have experienced with our previous model.

As stated above, our crew will be out to install the new dishwasher on June 26th between 2:00 P.M. and 3:00 P.M. If this time is not convenient for you, or if you wish to have a different model installed, please call me at my direct phone number of (619)555-1234. We are sorry for the inconvenience this has caused you. We look forward to installing your new Superflex Dishwasher.

Sincerely,

Priscilla Dubrow

Customer Relations Department

Superflex

Customer Relations Department

Superflex Products

San Diego, California 93141

(619)555-1234

June 23, 2001

Emily Rashon

Cameron and Dale

Sunnyside, California 91793

Dear Ms. Rashon:

We received your letter sent on June 22, 2001, and we are sorry that you are having a problem with our best quality dishwasher model 3203245. The Superflex dishwasher model 3203245 has an excellent maintenance record. We were surprised that our crew was having such difficulty in discovering why the dishwasher was not completing its cycles.

After talking to our repair crew, we determined that the dishwasher is functioning correctly. What is causing the problem is not enough water pressure. We contacted your building manager and determined that there is a new tenant Finish Line Laundry Mat. The amount of water used by Finish Line Laundry Mat has reduced the water pressure in the building.

As the problem is not with the dishwasher, but with the water pressure of the building, we are not sending out a crew to repair the dishwasher or giving you a discount on a new dishwasher. Neither of these options would fix the low water pressure.

To correct the low water pressure, you need to have a water pressure tank installed, which we will be happy to do for you at our regular service rate of $ ----------cost. We have scheduled our crew to come out to The Loft on June 26 to install your new water pressure tank. We have determined that you need a 30 gallon water pressure tank to meet your needs. Acme’s model 3245 water pressure tank is the lowest cost option that will achieve the water pressure needed. The total cost for you would be $269.45.

As stated above, our crew will be out to install the new water pressure tank on June 26th between 2:00 P.M. and 3:00 P.M. If this time is not convenient for you, or you wish to have a different model installed, please call me at my direct phone number of (619)555-1234. We are sorry for the inconvenience this has caused you. We look forward to installing your new Acme’s model 3245 water pressure tank.

Sincerely,

Priscilla Dubrow

Customer Relations Department