

To: abdullahharoon@fakeemail.com
CC: mandalorecolimitedsupport@gmail.com
Subject: Apology and Amendment

Dear Abdullah Haroon,

I am so sorry that my company made a mistake with your order. I trust that you have already been informed of the issue by our customer service department, but I wanted to personally apologize on behalf of my company [Mandalore Co Limited]. I have reviewed your account and can confirm that a bouquet of bereavement was sent, but not a bouquet for a birthday arrangement. I understand how frustrating and infuriating it must have been for you to receive the wrong arrangement. The sort of thing is very rare. If there is any trouble here, I want to make it right!

As soon as we were made aware of the error, we immediately contacted our customer service representative and I am going to personally take care of all the arrangements of your order as it is a flaw from our side, and I can make you assure that we will tie up the loose ends. We already have a replacement gift basket on the way to your home tomorrow morning, and I'll make sure that we send you the correct arrangement tomorrow, and there will be no charge for it. In addition to making a 100% adjustment on the bill, we are offering you the choice of any floral arrangement or gift basket free on your wife's next birthday.

We will make sure that all future orders are sent out with the correct arrangements or baskets, and we appreciate your business. Please accept my sincere apologies for any inconvenience caused by this unique circumstance. If you have any further questions, don't hesitate to reach out to your dedicated support team at mandalorecolimitedsupport@gmail.com and provide us with your valuable feedback.

Sincerely,

Faizan Pervaz

CEO, Mandalore Co Limited

www.mandalore.com