Topwear clothing company

Cotton hill

Shrewsbury SY1 7DT

Great Britain

Tel. 098-67211729

Our ref: HV/GM/2013

Your ref:

15 July 2014

Ms Rendell

Shrewburylane 12

Cotswold 57Y D6T

Great Britain

Dear Ms. Rendell,

At first we’re sorry about a complain of one of our products. A pleased customer is a policy by TCC.

Because the dresses of TCC don’t fade there is are four possibilities that might happened.

1. The washing machine was set to hot.
2. Your washing product may not be compatible with the dress.
3. Another possibility is that the water reservoir was full and the dirty water couldn’t go anywhere.
4. The dress was dried on a hot object causing it to fade.

Unfortunately TCC don’t do refunds, this is also in the policy.

Despite that we do want to help by giving you a discount of 50% of the prise of your dress.

All you have to do is send us your receipt or confirmation and then we’ll send you the coupon.

Yours sincerely

(Signature)

Topwear Clothing Company Lars Natter CEO