

Date : 14 May 2022
From : Jason Yeo<jyeo@gmail.com>
To : Nur Aireen Ahmad <aireen@gmail.com>
Subject : REPLY TO COMPLAINT ABOUT PRINTER

Dear Miss Aireen,

First, I would like to apologize for the troubles and frustration that you experienced using our product. I want you to know that your complaint and feedback will give us chance to resolve any problem that may occur and assist us in making our service better.

We will replace your printer with the new one. To do that, please come to our store and do not forget to bring the printer and the warranty card include the box of the printer for the reference. I want to use this opportunity to tell you that I am sorry for the bad experienced that you had. We will do our best to ensure this never happen again.

We promise to impress you when you make your next purchase. If you have any other question or need further assistance from me, please feel free to call me directly on 019-7615805.

Sincerely,

Jason

JASON YEO