

Hello Mr Bates,

My name is XY and I am working for „PC Equiptments“ and I wanted to tell you that we took notice of your complaint of Mai 6 2021.

At first we want to tell you that we are sorry for all inconveniences you might have had.

Of course we take every complaint serious.

T make up for our fault we could pay the costs for shipping back the wrong sticks and deliver the correct USB-Sticks for free.

On top we canalso grant you 5% discount instead of 3 if you pay your receipt until Mai 30 2021.

I look forward hear from you if you accept our offer.

If you have any more questions feel free to contact me.

Best Regards,

XY