

SWIFF Brand
2332 Devine Street
Columbia, SC, 29205

March 28, 2023

Hayden Shinn
510 Heyward Street
Columbia, SC, 29205

Dear Hayden,

Thank you for notifying us of this issue. We apologize for the delay in shipping the XL SWIFF 3-Peat T-Shirt you ordered. We have investigated this since seeing your letter.

We have resolved the problem. Expect your order, X3893F32, to be at your door within the next week, as requested.

We are grateful for your support and feedback. In addition to getting your order shipped to you, we would also like to extend to you a fifteen percent discount that can be applied to your next order.

Thank you for this feedback. Please let us know if there is anything we can do to improve your shopping experience.

Sincerely,

Brianna Carroll
Senior Product Manager, SWIFF BRAND