October 13, 2013

Joe Bloggs

c/o Coláiste Dhúlaigh CFE

Barryscourt Rd

Coolock

Dublin 17

RE: Apple iPod receipt no. 1234567

Dear Mr. Bloggs,

I am writing on behalf of Mr. Cook. Thank you for your recent correspondence with Apple. We regret any inconvenience you have experienced.

Unfortunately, we cannot send you a replacement iPod until you have sent the iPod you have purchased back to us, as we need to be sure that the problems occurring are a manufacturing problem, and not one caused by any outside interference. I have brought this to the attention of our technical team, and have been assured that once we receive your iPod, they will immediately determine what caused the problem and depending on results, we will send you out a new iPod as soon as possible.

If you have any further enquiries, please do not hesitate to contact me at [josephtierney@apple.com](mailto:josephtierney@apple.com), or by phone at (408) 532-9017

Apple strives for customer satisfaction. It is our sincere hope that this experience will not diminish your enjoyment of the products and services that we provide. We are sorry for any inconvenience caused.

Yours Sincerely

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Joseph Tierney

Apple Customer Care