**ABD Computing Ltd**

**Main Street**

**Donegal**

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Ref INV/1456

Date (today’s)

Mr John Madden

Computer Accessories

20 O’Connell Street

Sligo

Co Sligo

Dear Mr Madden

I was sorry that you had to return one of our printers, which did not function

properly when you received your recent order.

Examination of the printer shows that a defective unit on the control panel was the

cause. This fault has since been rectified & we trust that no further problems should

arise. Our representative will call to you next week to deliver the repaired printer. I

also enclose a voucher for $100 which you can use with our company to purchase

any product you wish. We hope that this might in some way compensate you for the

trouble caused by the faulty printer.

Please accept our sincere apologies for any inconvenience caused and do not hesitate

to contact us if we can be of any further service to you.

Yours

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William Gleeson

Sales Manager

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