**Name: Akash Kumar Yadav**

**Course: MCA Batch: B3**

**Roll No.: 114**

**SAP ID: 500124804**

**Assignment 4**

**Business Communication & Ethics**

**Subject: Re: D-Fabulive Fabric Complaint**

**Dear Ms. Shridharan,**

**I hope this message finds you in a good place, and I personally appreciate you taking a moment to reach out to us about your experience of a recent order with our D-Fabulive Fabrics. I comply with and understand the nature of your email, and I want to address your concerns with utmost sincerity.**

**To say, we, at White Label Industries are grateful for your business and the trust you have placed in White Label Industries as we truly value your satisfaction and please to provide you with the best products. It is, however, essential to clarify the nature of the D-Fabulive fabric.**

**Subsequently reviewing your email and the attached photographs, it appears that the fabric in question has been exposed to prolonged periods of strong sunlight. It's important to note that our D-Fabulive fabrics are specifically designed for indoor use, and both our product vouchers and catalog descriptions emphasize this point to ensure our customers to make informed choices.**

**It is a normal error to overlook details and we apologize for any inconvenience this may have caused. It's necessary for us to maintain transparent communication with our valued customers. Given the circumstances and the intended indoor use of the product, our team is unable to provide a refund for this particular case.**

**At White Label Industries, we highly value your business, and we would like to explore options to ensure your satisfaction and continued partnership. We have a wide range of products suited for outdoor use, and I'd be more than happy to assist you in finding a more suitable solution for your outdoor furniture needs.**

**If you would like to discuss alternative products or solutions, please don't hesitate to reach out to us. We are here to help you and ensure that your future experiences with WLI meet your expectations.**

**Thank you for your understanding and cooperation. We look forward to the opportunity to serve your needs in the future and maintain a positive and lasting partnership.**

**Warm regards,**

**Akash Kumar Yadav**

**Customer Relations**

**Team White Label Industries (WLI)**

**Name: Rohan Rawat**

**Course: MCA Batch: B4**

**Roll No.: 148**

**SAP ID: 500126118**

**Assignment 4**

**Business Communication & Ethics**

**Subject: Important Update: Festive Season Work Arrangements**

**Dear Altoids Team,**

**I hope this message finds you all in good health and high spirits. As we approach the festive season, we'd like to express our heartfelt appreciation for your dedication and hard work. Your contributions are the driving force behind our success, and we couldn't be more grateful.**

**In the spirit of transparency, we want to inform you about some necessary adjustments we're making to manage the increased workload during the festive season. We understand that this news may not be the most joyous, but we want to be open and honest with you.**

**Due to the heightened demand and the increased workload during this period, we will need to adjust work hours and reduce leave availability. We recognize that many of you may have been looking forward to spending time with your loved ones during the holidays, and we sincerely appreciate your understanding as we collectively navigate this challenging period.**

**We want to clarify that, unfortunately, we won't be able to provide additional allowances or overtime pay for the extra hours worked during this time. We understand that this might not be the news you were hoping for, and we appreciate your continued commitment to the team.**

**At Atloids we firmly believe in the strength of our team and our ability to face challenges together. While this festive season might bring increased work, we're confident that it will also lead to better economic times for the company and, ultimately, more opportunities for all of us.**

**We remain committed to supporting your growth and well-being, and we will do our best to ensure a smooth and efficient work environment during this period. If you have any questions or concerns, please don't hesitate to reach out to your supervisors or the HR department.**

**Thank you for your understanding and unwavering dedication. Let's work together to make this festive season a success for [Company Name], and we look forward to a brighter future for all of us.**

**Wishing you and your loved ones a joyous festive season.**

**Warm regards,**

**Rohan Rawat,**

**General Manager,**

**Altoids**

**Name: Arnav Dhanai**

**Course: MCA Batch: B4**

**Roll No.: 144**

**SAP ID: 500124567**

**Assignment 4**

**Business Communication & Ethics**

**Subject: Re: D-Fabulive Fabric Complaint**

**Dear Ms. Shridharan,**

**I hope this message finds you well, and I sincerely appreciate you taking the time to reach out to us regarding your recent experience with our D-Fabulive fabrics. I understand that you are facing an issue with the fading of the fabric used on your outdoor furniture, and I want to address your concerns with the utmost care and consideration.**

**First and foremost, I would like to express our gratitude for your business and the trust you have placed in White Label Industries. We value your satisfaction and aim to provide the best products and service to our customers. It is, however, essential to clarify the nature of the D-Fabulive fabric.**

**Upon reviewing your email and the attached photographs, it appears that the fabric in question has been exposed to prolonged periods of strong sunlight. It's important to note that our D-Fabulive fabrics are specifically designed for indoor use, and both our product vouchers and catalog descriptions emphasize this point to ensure our customers to make informed choices.**

**I can appreciate that sometimes details can be overlooked, and we apologize for any inconvenience this may have caused. It's crucial for us to maintain transparent communication with our valued customers. Given the circumstances and the intended indoor use of the product, our team is unable to provide a refund for this particular case.**

**At White Label Industries, we highly value your business, and we would like to explore options to ensure your satisfaction and continued partnership. We have a wide range of products suited for outdoor use, and I'd be more than happy to assist you in finding a more suitable solution for your outdoor furniture needs.**

**If you have any questions or would like to discuss alternative products or solutions, please don't hesitate to reach out to me directly. We are here to help you and ensure that your future experiences with WLI meet your expectations.**

**Thank you for your understanding and cooperation. We look forward to the opportunity to serve your needs in the future and maintain a positive and lasting partnership.**

**Warm regards,**

**Arnav Dhanai**

**Customer Relations**

**Team White Label Industries (WLI)**