

9 Writing

Order Correction Request

Customer:Lea Carmichael

Order Number:25841

Description of Problem: The customer was supposed to receive **thirty regular optical mice and six wireless optical mice**.

Instead, she received **thirty-six regular optical mice**.

Correction Needed: We need to **send six wireless mice right away**.

Please describe any special offers you made to the customer: I agreed to include two extra wireless mice in order, free of charge.