

Dear Mrs Smith,

Thank you for letting us know about the problems with our company services.

We would like to apologize for all the problems that you had with the reference work order #:454FG, and we assure you that we are anxious to retain you as a satisfied customer.

Our Costumer Satisfaction Department is reviewing the information you send us about our problems of comunication and conducting a full investigation in order to resolve this matter fairly and assure you that we will take the necessary steps to remedy this situation.

The web developer is actually working to include the five missing products and check all the links. I will personally phone you when the website is perfectly working.

For all this problems, we would like to compensate you by offering a 20% discount in the next Project.

Once again, we thank you for turning to us with your complaint.

Best Wishes

The Management