



Snack Crackers Inc.

123 Snack Crackers Rd.

Madison, WI 12345

(123) 555-7345 joesnack@snackcrackers.com www.snackcrackers.com

June 11, 2021

Andrew Cook
2000 Tower Street
Everett, WA 98201

Dear Andrew Cook,

Thank you for bringing this issue with your S'mores Oreos to my attention. I have refunded you the \$100 for your order, which you should see reflected in your credit card account within 3-5 business days. In addition, I have sent a new case of cookies with overnight shipping to the address on file free of charge. The condition of the cookies you received does not reflect our high standards and we have adjusted our process and quality control to live up to that standard.

In appreciation for your understanding and your continued patronage, I have enclosed a \$50 gift certificate that you may use for any upcoming parties or celebrations.

I really do appreciate your business and if you have any more questions or concerns, feel free to email me directly and I can quickly get them answered for you.

Best regards,

Joe Snack

Joe Snack
Head of Sales

Enclosed Gift Certificate