

WRITING UNIT 7

From:	<IT4U>
To:	< Christyuk@hotmail.es >
Subject:	Problem with computer
<p>Dear Madam,</p> <p>Thank you for bringing this matter to our attention. We feel sorry about this event that has happened. I do apologize for inconvenience.</p> <p>What seems to have happened is that the antivirus was deactivated due to some problem with the operating system with an update that has recently appeared. I am afraid there has been a misunderstanding since this occurrence is foreign to us and we cannot prevent this problem as it arises from the creators of the system.</p> <p>Be assured that we will do everything possible so that everything is activated again and the antivirus function is effective. We will do everything we can, please accept our apologies.</p> <p>Your satisfaction is our priority, please find enclosed a voucher. We will offer you a 50% discount on your next purchase.</p> <p>Yours faithfully, <i>David Piñuel.</i></p>	