**ABD Computing Ltd  
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Ref INV/1456

Date(today’s)

Mr John Madden  
Computer Accessories  
20 O’Connell Street  
Sligo  
Co Sligo

Dear Mr Madden

I was sorry that you had to return one of our printers, which did not function properly when you received your recent order.

Examination of the printer shows that a defective unit on the control panel was the cause. The fault has since been rectified & we trust that no further problems should arise. Our representative will call to you next week to deliver the repaired printer. I also enclose a voucher of $100 which you can use with our company to purchase any product you wish. We hope that his might in some way compensate you for the trouble caused by the faulty printer.

Please accept pur sincere apologies for any inconvenience caused and do not hesitate to contact us if we can be of any further service to you.

Yours

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William Gleeson  
Sales Manager

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