

U.S Robotics  
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January 30th, 2022

Jane Smith  
111 Main St.  
Charlotte, North Carolina 22222  
JaneSmith@workinfo.com  
704-666-7777

Dear Jane Smith:

It has been brought to our attention that you were unsatisfied with your product because it was damaged prior to opening the box. U.S Robotics is extremely sorry for the inconvenience it may have caused you. We pride ourselves on our products, and we create and expect nothing but the best for our customers. Your satisfaction is our number one priority.

After investigating the situation, we discovered that United Parcel Service (USP) handled the shipment poorly; because of that, the product was damaged during the delivery. A full refund will be compensated immediately. USP has agreed to a free shipment for the next product since they are at fault with the shipment. A free new product and a discount coupon will not be given since the freight company damaged the product.

Again, we are extremely sorry for how this inconvenienced you. We take great pride in our products and expect nothing but the best for our customers. We will work with the USP to deliver the product out to you as quickly as possible on the next order.

Best regards,

Jai Vang  
Director of Robotics Engineering