

Omkiner S.L.  
Building 7, Villalba Industrial Estate  
Villalba  
5th October, 2023

Dear Mr MC Dowel,

Thank you for your letter of 2nd October. We regret the inconvenience that was caused. We will replace the keyboards as soon as the keyboards arrive to our Store.

We assure you that this will not happen again.

We are pleased to offer you a 10% discount on your next purchase and we look forward to working with you in the future.

Sincerely yours,

Margaret Thomas  
Customer Service  
Omkiner S.L.