

JHAL Trader Company LLC

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July 4, 2020

Ms. Jane Miller
Operations Inventory
Wacky Jack's Family Fun Center
101 E. Jester Drive
Riverfield, WI 55555

Dear Ms. Miller:

Subject: Order Delay

We apologize about the problem we caused. With respect, we would like you to consider another option. Over the years, 90% of orders to the Wacky Jack's Family Fun Center have been successfully completed. This indicates that we strongly value this relationship. Instead of a credit request, we would like to offer you a 10% discount on your next order. Our new order procedure and retraining system will help ensure that your order will be delivered on time in the future. Through the training of the new order system, we hope that you will receive our products on a set date and that consumers will be satisfied.

As much as Wacky Jack's Family Fun Center trusted us, JHAL Trader Company place emphasis on the relationship with your company. The Wacky Jack's Family Fun Center is an integral part of running our company in the region. Also, all the children who visit your Fun Center are precious to our company, and I thank you for that. So, JHAL Trader Company feels sad and sorry about the despair your customers feel due to the situation, and we feel responsible for this situation. In the future, we guarantee that the order will arrive on time, and we will try not to repeat this problem again; we will introduce a new order process and retrain employees.

We are very sorry about this situation, and we are trying our best to ensure that our relationship is not damaged. We are willing to do anything to resolve this issue, and we are ready to gather any opinions to improve our partnership. If you have any questions about our discount offer or new ordering procedures, you are welcome to call me at 201-906-028.

Sincerely,

Dongjune Kim
Dongjune Kim
Customer Service Liaison