

**Monday, February 01, 2021**

Dear Pedro Sánchez:

Thank you for your letter advising us about the problem you have had with our product. I sincerely regret the inconvenience caused. We always try to respond very quickly to the concerns of our customers, that is why we have taken the following measures:

Full refund and express delivery in a period of less than 48 hours. Withdrawal of the defective product by the transport company.

Of course, we bear all expenses.

Know that the incident was due to a problem with one of our suppliers, since we have been forced to withdraw almost all of the products received from its warehouse, due to incidents similar to yours.

Having broken all commercial commitment with the aforementioned warehouse.

Rest assured that we will do our best to avoid such situations in the future.

We hope we have repaired the damage caused by this situation as much as possible, do not hesitate to contact us to resolve any questions or complaints, if any.

Or simply, if we can offer you more help.

We appreciate any comments that can help us improve.

Having at your disposal the usual communication channels for this purpose.

Thank you,

**Rigoberta Fu Manchu.**

The Home Store.