Aniceaddress 15

02-10-2018

Dear Mr Cloud,

I received your letter of complaint dated the 25th of September regarding the poor quality of one of our products. I would like to apologies that this product did not reach you in the condition we would have expected.

At bol.com we strive to make sure that our products are of the best quality as well that each and every customer is satisfied with their purchases. In your case, we have investigated into what went wrong to make sure that this will not happen again.

Please sent us the product back so we can either send you a new copy of this product, or refund you the money you paid for this product. When we receive the product we will be as fast as possible to refund your money or resend a new copy of the product.

Please accept our attempts to help you with this matter and we are hoping that this does not happen again. We appreciate your patience as well hope that you will continue to be a loyal customer of bol.com.

Kind regards,

Olaf Majoor

Customer service bol.com

Papendorpseweg 96, 3528 BJ Utrecht