Dear Roman Bessmertnyi

Thank you for your letter of 3th October regarding problems with a consignment that was recently sent to you.

The difficulty appears to have arisen due to a technical problem in our system on 26th September. There was a serious security breach in our database, and we needed time to fix it. In order to improve customer service, we opted to use an older version of the database. However it is prone to errors like the one you experienced.

During this week our courier will call you to arrange for convenient delivery time. The delivery is absolutely free, the only thing you need is to exchange the wrong book for the one you ordered. If you prefer other type of delivery, please, notify us not later than in 3 days.

We would like to apologise for the inconvenience you experienced. We hope you will enjoy using Apple Tree Fine Books in the futute.

Yours sincerely

K L McDumbperson

Sales Manager