



Dear Ms. Carter,

Thank you for bring this matter to our attention.

We apologize for any inconvenience caused by your new computer and the absence of antivirus.

Be assured that we will do our best to resolve your problem.

To help resolve your current issue, we will offer you the following:

1. We can provide a full, high-quality antivirus installation on your device at no additional cost.
2. We are prepared to offer a discount on future purchases or services, or another form of compensation that we deem appropriate.

Please let us know when you have time to bring the device to the store, or we send a technician to solve the problems.

Thank you for your patience, and we look forward to resolving this problem quickly.

Yours faithfully,

IT4U