

Tyler Lewis, Ponthea Zahraii

John Summit
Customer Relations Representative
Expo Markers International
333 Segway Way
Irvine, CA 92602
(949) 555 - 5555
jsummit@expo.com

March 6, 2024

Isabelle Hughes
Purchasing Agent
Chapman University
1 University Drive
Orange, CA 92688

Dear Ms. Hughes,

We are so sorry to hear that a high quantity of the markers you received in your recent order were dry. Our company strives to provide reliable and trusted tools for effective communication and understanding.

At no extra cost, we will promptly send you a new batch of markers which I will first-hand quality inspect. Additionally, we will provide an additional \$1000 store credit for any future Expo purchases.

Internally we are in process of determining how this issue came to be. The Expo company and our customers alike expect products to be received in functioning quality, which yours were not, indicating an issue in either quality control or warehouse distribution. Whatever the issue may be, we have noted this issue and are striving to ensure this issue will never be presented again.

Respectfully,

John Summit

John Summit
Customer Relations Representative