

To: maxmustermann@web.de

Subject: Rejecting complaint

Dear Sir or Madam

Your Order No. 1337

Thank you for your letter dated 4 May 2016 concerning your order no. 1337. We appreciate that you informed us about your disapproval so we can now clarify the issue. Also, we can understand that this is a difficult situation for you.

As a result of intense inquiries by the competent department we were able to identify the mistake. The smoke ventilation system has not been installed correctly which might have happened due to the non-observance of our given instructions. Please see the enclosed guidance of the proper installation that we have already sent you along with the required products earlier. Unfortunately, I must point out that we cannot be held responsible in this case and we hope that you agree.

To show our goodwill, we could offer to send a specialist of our department who will support your roofers with the installation. If you would like to accept this suggestion, please call me on the number given above before 18:00 on Friday. This will give me the time to arrange the necessary.

We look forward to receiving your further orders and assure you that they will be filled correctly. Also, we are hoping to continue a good business relationship.

Yours faithfully

Lisa Müller

Customer Manager