

# Good bad news letter essay example

[Business](#), [Company](#)



## **Best Buy Computer Shop**

789 6th Street, 5th Avenue

## **Chicago, Illinois 60629**

568 9th Street, 5th Avenue

## **Chicago, Illinois 60629**

Re: Request to Refund or Replace HP Spectre XT TouchSmart

Dear Mrs. Smith:

First and foremost, thank you for patronizing our products through your regular purchase of different computer products and peripherals from Best Buy Computer Shop. We really appreciate your continued support and patronage.

Secondly, in response to your letter dated November 5, 2013 requesting for a refund or replacement of the HP Spectre XT TouchSmart amounting to \$1,200, as the sales manager, I regret to inform you that as per company policy, we could not accommodate your request since our records show that you purchased the product three years ago, specifically on September 30, 2010. The warranty period for this particular product has actually expired two years after the date of purchase; therefore, one year has already lapsed. As such, we could not refund nor replace the product beyond the stipulated warranty period because it would be a gross violation of company policy and we would be sanctioned for accommodating customers' requests beyond clearly identified warranty periods.

Since you are a frequent customer, it is also the company's policy to offer discounts in next products that are to be purchased. You have such a good

record of consistent purchase with our company and it is our privilege to offer you our latest product promotion. There is a new version to your current laptop, the HP Spectre XT TouchSmart Ultrabook 15-4010nr which currently costs \$1, 340. Since you are a regular client, I am offering you this product with a 20% discount. As such, you only have to pay \$1, 072, which is even cheaper than your original laptop. Should you be interested to avail of this product and promotional offer, please contact me directly at this number 556-7878 or through my email address: .

I would be looking forward to receiving a correspondence from you regarding my offer. I would arrange sending the unit to your address upon your confirmation. Thank you.

Sincerely yours,