

See below

[Linguistics](#), [English](#)



The paper is a bad news letter of Fitness Equipment Store to a specific Johnny Samson, who has requested an exemption to a company's policy. It is a response to a request for a refund or replacement of a \$1000 treadmill equipment that broke after three years, one year past the warranty. For the opening paragraph, the message showed an appreciation for the reader. The middle paragraph stated the reason why Fitness Equipment Store cannot grant the request and then the bad news was delivered. Alternative offer was also suggested in the paragraph. In the closing paragraph, an appreciation and a positive expectation of a future was stated to the customer.

Fitness Equipment Store

4309 S Morgan Street, Chicago,

IL, 60609, United States

January 21, 2012

Mr. Johnny Samson

4311 S Morgan Street, Chicago,

IL, 60609, United States

Dear Mr. Samson

Thank you for your letter about your \$1000 CrossWalk 570 treadmill equipment. Fitness Equipment Store appreciates your inquiry concerning your CrossWalk 570 treadmill equipment and wanted to satisfy our customers with high-quality.

Fitness equipments should be built to last is what Fitness Equipment Company believes just like you do. This is the reason why we stand behind our products with a one year warranty. However, we can still help by repairing your equipment with \$35 repair service fee. Fortunately, we have

the following service fee promo for this first month of the year that you can avail:

70% discount service fee for 1 year old broke equipment.

50% discount service fee for 2 years old broke equipment.

30% discount service fee for 3 years old broke equipment.

Please take or package the equipment carefully to our store in S Morgan Street, Chicago with your name, address, phone number, and a brief description of the malfunction along with a check of \$10 initial examination. After the assessment, we will send you a written estimate of the needed parts. Then please let us know if you want to make the repairs by calling this number, 312-2222.

If you prefer to repair the equipment, the \$24.5 repair service fee will be applied toward your bill which is payable by credit card or check.

Thank you again for inquiring for our service. If you want to inquire about the latest fitness equipments, feel free to visit our website at www.fitness_equipment.com. If you want to have the newest model of treadmills, Fitness Equipment Store will provide a generous assistance for you.

Sincerely,

Adamson Benson

Customer Service Manager

Reference

Courtland, B. & Thill, J. (2007). Excellence in Business Communication. New Jersey: Pearson Prentice Hall.