

# Negative message

Business



Paper Due Negative Message Claim letter Hello, This mail is in reference to the poor cab service I received from your firm Car Rental corp. This was my first experience using your service and I must state that I have never experienced cab service quality of your low standards. Your driver arrived 30 minutes late even after I had booked the cab 5 hours in advance. Also, the car's GPS system was not working and the driver was not well aware of the route to my destination, this made me reach my meeting 2 hours late and I ended up missing my client. I would like to suggest you that in future must not make mistakes like these, and in addition I would like to get a proper apology and return on the my cab fare.

Regards

Mr. ABC

Bouquet International

Hello Mr. Randy Pettit,

We received your complain regarding your order number 106928959 at our firm Bouquet International. We understand that you are unsatisfied with the service you received with the delivery of broken vase and are requesting a full refund of \$73. 25. I would like inform you that we understand your trouble with our service. We would like to inform you that you will receive a credit of \$73. 25 and your order has been cancelled. Please check your next credit card statement for the refund. Finally, we would like to apologize for this mistake and would love if you would consider us again for future orders.

Regards,

Oksana Georgyevna Gotova

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#### Works Cited

Find Legal Forms. " Letter of Apology after Customer's Cancellation of Order." FindLegalForms. lawguru. com, n. d. Web. 19 May 2014.