

Assignment sheet -- business letter

Business



Claim Letter 23rd October RUTH MORLEY 320 BOYLSTON AVE E SEATTLE WA 98102 USA Dear Morley, With reference to your letter of complaint regarding the quality of goods you purchased from our company, I hereby present a reply regarding the same. First, accept our appreciation for being one of Wal-Mart customers. Please accept our sincere apologies you might have experienced while putting to use the Wal-Mart brand frozen mixed vegetables. We understand your frustration concerning your complaint of the frozen mixed vegetables as you expressed in your letter (October 14). You discovered a frog's tail in a 12-ounce bag of Wal-Mart brand frozen mixed vegetables and threw the food out. You want \$10000 in compensation. You attached a photo of the frog with the letter.

However, with uttermost sincerity, it is my pleasure to inform you that Wal-Mart is a large and renowned company countrywide and the error that may have erupted during your consumption of our goods must have been an external factor rather than one caused by our own incompetence of quality service delivery. It is our duty to ensure that the usual high standards of our goods are maintained. Like mentioned above, am afraid we may not consider the misfortune you experienced a result of our incompetence since the company is a government certified company, with the entire permit to deliver these commodities to the customers. I did all the necessary investigations concerning our storage facilities and am happy to note that they are up to standard. We pack our goods with the greatest care, and we can only presume that the goods must have been mishandled after purchase. We always see to it that each vegetable mix is well checked before actual packing. The containers in which we store the vegetables are thoroughly cleaned on a daily basis thus cannot attract any pests

whatsoever, leave their survival in there alone. The health officers also investigate us every month to see to it that our commodities are up to the standards; otherwise, there are high chances that we would have been closed down by now. I presume you must have bought a sealed product, as you did not mention that in your claim letter.

However, being a loyal customer to Wal-Mart Company, and to show our goodwill to our customers, we are willing to extend a gesture of our kindness by allowing you a free shopping of goods of the same value or even dispatch the same to your area of residence. It is sad to note that your \$1000 plea is rather too much and unacceptable especially when we are most innocent of the allegations. Wal-Mart may not be ready to offer that, especially for a foul not responsible for, since we believe in the quality of the vegetables we offer.

It would be a wise decision to consult your insurance company if the remedies we offer to you do not meet your anticipations. I again say that we are very sorry for the inconvenience you have been put to and actually, we are willing assist in anything within our power to see that you are fully satisfied with our response concerning the frog tail that mysteriously found its way into your can of frozen mixed vegetables. Nevertheless, if you happen to come finally up with a solution concerning how the frog's tail found its way into your frozen mixed vegetable, do not hesitate to let us know. We hope that this letter will help settle the matter at hand and that our friendly relationship will continue as before. I look forward to your positive response concerning this reply and the remedies we have recommended.

Sincerely yours

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Name

Work cited

Guffey, Mary E, and Dana Loewy, Essentials of Business Communication

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