

January 21, 2010

Dear Sir:

We apologized for having a problem encountered with regards to your brand new [name of product].

Whereas we request our customers make contact with their dealer in the event of a problem. And in your case, we recognize it. May we request that you will carefully package the unit in its original box and send it to us, so that our product technician will thoroughly examined it to determine the source of the problem.

If the product has only minor modification, we shall fix it and we will return the product back to you within 30 days. And the unit found out to be defective then we will send you a replacement immediately.

Again, we are very sorry for the inconvenience using the product and thank you for your consideration and for buying our [product name].

Very truly,