

January 3, 2009

Amazing Computers Enterprised
768 Capitol Drive, San Jose
Balanga City

Dear Mr. Roger de Guzman:

Greetings...

In reverence to your valuable time I would like to get straight to the point and express our deep apology for what happened last time.

The purchase order that we received from you last (date) clearly stated (number) cases and it is our error regarding the shipment of the product.

However, please be informed that to make up with the said mistake, there are two options available at this time. The first one is that, you can opt to keep the merchandise and we will just bill you thirty days from now. The second one is that, we will do our best to have it picked up at your loading dock and then issue a credit to you.

I will greatly appreciate it if you will let me know your preference between the two. We will ensure that this type of error will occur again.

Please let me know if you need assistance regarding this one. Feel free to call me and I will be glad to help you.

Thank you for your kind consideration.

Yours truly,

Eireen Tinao

232 Tenement St., Abulog

Samal, Bataan