

Unfavourable Newsletter

Memo

Date: 25th July 2022

From: manager@starboutique.com

To: xys.@gmail.com

Sub: Delay in delivering your order no: ABCD1234 - White Cocktail dress

Dear Ms. Stone

You are one of our regular customers and frequently buy made-to-order dresses from our fashion boutique. You had placed an order for the White Cocktail dress on the 23rd of July 2022 which was supposed to be delivered on the 29th of July 2022.

As you know, there have been heavy rains in our city and the surrounding areas. Our warehouse was flooded in the rains. This was an unfortunate, unforeseen event that was beyond our control. We are only able to assess the extent of the damage now and regret to inform you that a number of clothes and dresses were damaged. Your dress was one of those damaged in the flood. I would not like to despatch this dress to you in this condition.

However, there is another dress of the same brand, material, and quality in light blue color that will perfectly suit you. I am enclosing the photograph of this dress in the email. You can see that the difference in color and shade is quite small. You can place the order for this dress and it will be delivered on 29th July as promised.

I would also like to offer a discount of 20% for the inconvenience caused. Furthermore, the store policy of returning a dress within 5 days remains.

If you insist on having a white dress, a new dress will be sent from our side and you will receive it on 1st August 2022. The discount offer of 20% for the inconvenience caused will be given for this dress as well along with the returns policy.

I trust you will appreciate that this is a one-time situation that we find ourselves in and cooperate. Assuring of the best services in the future.

Please send a reply to this mail, so that we can process either of the options.

Thanking you.

With warm regards,

Rajat Chawla