

**Letter Example “Draft a suitable reply to a customer who has complained about the poor service.” Complete Application for all classes.**

Messrs Cinni Fans Ltd.,

Maduri Road,

Nagpur.

October 16, 20....

To

Mr. M. Agarwal

Rani Jhansi Lane,

Baroda.

Dear Mr. Agarwal,

We are in receipt of your letter dated 5<sup>th</sup> October, 20.... We are really very sorry that the fan supplied to you does not work satisfactorily.

After making through enquiry into the matter, it was found that the piece sent to you was to be sent back to the workshop. Due to the Negligence of one of staff members, it was packed along with the consignment for Baroda.

We sincerely apologize for the inconvenience cause to you. Another piece has already been dispatched to our Baroda dealer. Our dealer will replace the defective table fan. We assure you of our best co-operation at all times.

Yours faithfully,

For Cinni Fans Ltd.,

R.K. Jain.