

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Free Delivery Limitations Change

Dear :

Within the last few months, the company has been offering free delivery as a courtesy to all customers. Research has shown that while this is a wonderful advantage to shopping with {name of company}, but this courtesy becoming more of a hindrance to the overall growth of the company. Therefore, the company has had to set forth limitations on deliveries. We will still offer free delivery within a 10-mile radius. A small fee of \$ per mile will be added to any delivery over ten miles. This fee is less than the average rate of delivery charged by other companies in the area. Also, there must be a minimal purchase of at least \$ to be eligible for free delivery. We believe these limitations to be fair to the customer and necessary to keep the current prices competitive.

If you have any questions please do not hesitate to contact us regarding these changes.

Sincerely,

N A M E