

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: Apology to Customer- With Compensation

Dear :

We at {name}, apologize for the damage that our shopping cart did to your vehicle. {Name} makes the best effort to keep all shopping carts within the confines of the store or within the designated racks available throughout the store's parking facility. However, despite our best attempts to control them, accidents do happen.

We appreciate your understanding regarding this unfortunate accident. To show our concern, we have enclosed a check in the amount of \$, to aid you in the repair of your vehicle. If you have any questions, please do not hesitate to contact us.

Sincerely,

N A M E