

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

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

Re: Apology and Tender of Compensation

Dear :

We are very sorry that the toaster you purchased did not toast properly. We know that it has to be very upsetting to have burnt toast every morning. We have attempted to fix this problem, but have been unfortunate in repairing this product to an appropriate setting. Therefore, please accept the enclosed amount of \$ in compensation of the loss of your toaster.

Please contact us if you have any questions or comments.

Sincerely,

N A M E