**Complaint Letter Responses:**

Rejecting:

(insert customer address)

(insert date)

Dear (customer name),

I received your letter of complaint dated (insert date) regarding the poor quality of one of our products (give details). I would like to extend my apologies that (insert product name) did not reach you in the condition we would have expected.

At (insert company name) we strive to make sure that our products are of the highest quality and that each and every customer is satisfied with their purchases. In your case, we have investigated into what went wrong to ensure that the same thing does not happen again.

Unfortunately, we can not claim responsibility for the problems you found with (enter product name) as due to the sequence of events from when you purchased the item to when you received it, there had been involvement from the delivery service. I suggest that you forward your complaint onto them so that they can investigate what happened.

Please accept our attempts to help you with this matter and we are striving to make sure that this does not happen again. We appreciate your business and hope that you will continue to be a loyal customer of (insert company name).

Regards,

(signature for printed letter)

(insert full name)

(insert job title and company name)

(insert company address)