November 12, 20--

Ms. Margo Johnson  
24168 Squire Road  
Columbia Station, OH 44028-0614

Dear Ms. Johnson

Your satisfaction with our products is important to us. I’m sorry to learn that you are displeased with a few items in the last shipment of plants we delivered to your home last week.

We will refund your money or replace your plants if you are not fully satisfied with them. Our delivery person will pick up the plants you want to return. The driver will stop at your home between 10 a.m. and 1 p.m. next Wednesday. If you will not be at home then, please place the plants by your garage door. The driver will leave a receipt for what you return.

You have 30 days to stop at our garden center to get replacement plants or a refund. Just present this letter and your receipt. A $20 gift certificate that you can use toward your next purchase is enclosed. Thank you for your business.

Sincerely

Harry Piper, Owner

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Enclosure