

G. Format of a letter of adjustment

Letterhead	→	<p>Herbal Hair Restorer Company 3 Chatham Road, Tsim Sha Tsui, Hong Kong Tel: 2998 9984 Fax: 2466 9993</p>
Day/Month/Year	→	3 May 20XX
Inside address: Recipient's name and full address	→	<p>Mr Edwin Fung Flat 202, 2/F 3 Kwok Cheung Street Tai Kwok Tsui Kowloon</p>
Salutation	→	Dear Mr Fung
Acknowledge the receipt of the complaint letter	→	We have received your letter dated 1 May 20XX complaining about our Ginseng Hair restorer and the attitude of our customer representative.
Explain what the problem was	→	On examining your returned bottle of Ginseng hair restorer, we noticed that the hair restorer you bought was a fake one made in China. Our products are all made in Japan.
Action taken to rectify the matter	→	<p>The matter now is being investigated by the Customs and Excise Department. However, the quality of our products and customer satisfaction are of vital importance to us. Therefore, we will send you a bottle of genuine Ginseng Hair Restorer to replace the one you bought.</p>
Action taken to rectify the matter	→	<p>Regarding the customer representative, he has admitted his fault and the company has taken disciplinary action. We would like to thank you for bringing the matter to our attention.</p>
A closing apology	→	We sincerely apologize for the inconvenience this has caused you.
Complimentary close	→	Yours sincerely
Signature	→	Vivian Chan
Sender's name and designation	→	<p>Vivian Chan Customer Service Manager</p>