Dear customer,

I am writing to say that I am very sorry to hear about your unsatisfactory experience, so here I represent the entire company to say that we are deeply disappointed in ourselves for making such an unwise mistake, and would try our best to never do it again. As a result, we have decided to let you keep the package you got, in addition to a correct delivery. However, I would reconsider pulling back your loyalty to our company, as we provide excellent services despite the one issue you have experienced, would offer increasing discounts on items as time passes and has an immense amount of them available.

First and foremost, our company provides services unlike any other company. For instance, our delivery service is quite fast and efficient, due to the fact that we have a base at nearly every city. This ensures fast travel and easy access to many places, through the train and metro systems. Another example is that we have a lot of backup transport and items, making delays in the delivery almost impossible to exist. These ensures that the customer gets almost perfect packages, with almost zero chance of a problem happening. Therefore, you should not cancel your loyalty to us, as we provide reliable services that are almost impossible to go wrong.

Second of all, we offer increasing discounts on objects as time passes. This is because of the huge increase in popularity for the company, so we decided to make some things a little cheaper to make sure that we are not getting to much money. This might seem illogical at first, but we are not a profit organisation and donate most things instead of taking them for our own good. This means that as problems that could be solved with money get less every year, our items will become cheaper as well. Therefore, you should not budge in your loyalty to us as our items may be getting cheaper.

Last but not least, one aspect of our company is the immense number of items available to you. We offer a variety of items, from everyday life to special birthday gifts. This means that we would always have the item you need, regardless of what its purpose is. Also, we have enormous quantities of each item, making them always be available no matter what you want to buy in one form or another. For example, you could buy a new phone and a pan from our store, all available and in good quality. So, your loyalty is well paid back.

In conclusion, I firmly believe that our company have made a ironic mistake, considering the aspects listed above. I assure you that you will be glad that you have stayed loyal to us in a matter of time, if you choose to be. This is because of the fact that we provide excellent service, increasing discounts and a variety of items in our store. So, why not reply now and stay loyal to us?