

Subject: Our Heartfelt Apologies For Your Recent Inconvenience At Harrington's

Dear Ms. Sarah Johnson,

Thank you for your feedback to the Harrington's, I'm truly sorry to hear about our recent experience at Harrington's. As the manager of Harrington's I take these matters very seriously. I will make sure that never happens to you again, and is being handled by care.

Please accept our apologies as we do not tolerate this because we only serve premium items and first-class service. After further reviewing your order, an error was found which caused our workers to ship the wrong item to you. This isn't the normal standard of service we aim for, and we are preparing to prevent this from happening again.

To make this right, we will give a full refund for your order, including the shipping fees that you paid for. Additionally, you don't have to return your incorrect item, please feel free to keep it or donate it to someone. You will receive a confirmation letter within 24 hours. Your money should be back in your bank account in 3 - 5 business days.

We are also improving our quality control by adding an extra verification step before shipping to make sure that it is the right item being shipped. Furthermore, we have increased the work hours of your staff so the shipping and receiving progress will be faster.

We truly appreciate your loyalty to Harrington's, and the trust that you gave us. As a little gesture for your faith in us, we offer you a \$50 gift card on your next purchase and there are no minimum spend limits. I hope this can help regain some of your trust back.

Once again, I'm very sorry for your experience at Harrington's. Next time when something bad happens please don't hesitate in contacting me directly at f.ma@harringtons.com.au or (02) 9123 4567. Since this is not the service we want and we want to improve by getting feedback from customers like you. We appreciate your understanding and taking your time out of your day to contact us. We hope to see you soon.

Warm regards,

Felix Ma

Customer Relations Manager

Harrington's Department Store

Phone: (02) 9123 4567

Email: f.ma@harringtons.com.au