Dear Mrs Clues,

I am writing to express my apologies for the mistake in your recent order. You placed your trust in us to pack and deliver your items with accuracy, but we failed to meet your standards. This is a fatal mistake that we should not have made. However, that does not reflect our true performance. We understand how important it is for our customers to receive what they ordered, and we hope to prove that to you and gain your trust again.

We understand how frustrating it must have been to wait for your package, only to discover that the contents were not what you had requested. Receiving items that are neither useful nor wanted is disappointing enough, but to find that the products you actually ordered were missing is highly irritating. We take full responsibility for this error and the problems it has caused.

We have already arranged for your original order to be sent to you. A tracking number will be provided shortly so you can monitor its progress, and we expect the package to arrive at your home by tomorrow. You will not be charged for this replacement, and you are welcome to do whatever you want to the error items. There is no need to return them, and we hope this helps minimize the problems we have created.

In addition to correcting the order, your membership has been upgraded to VIP status for the next three months. This means you will be able to access new product releases, special discounts, and free shipping on all your purchases during this period. Furthermore, we have added fifty dollars to your account. You may use this credit toward any future purchase. We hope these benefits will improve your shopping experience

We are really sorry for this inconvenience and to prevent it from happening again we ask you to provide feedback to our behaviour in the link below.

Yours sincerely, Miss Lu

https://docs.google.com/document/d/1\_ap9fE9g0YrqtgGpP0nNLhKRoIZIlVVJcmHOcbjGq1M/edit?usp=sharing