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| Sincerely | |
| I would appreciate having this taken care of before the holidays when I plan to use the set. | |
| It arrived today, but six of the plates were broken in shipment. | |
| Nancy Jane | |
| Dear Mr. J. Duarte | |
| Looking forward to hearing from you soon. | |
| Should I send them back or will you just replace them? | |
| It appears that they were not packed carefully enough. | |
| To: duarte@gmail.com | |
| From: jane@gmail.com | |
| Subj: Problem of order #SL2837Z | |
| Date: December 8, 20XX | |
| I am writing with reference to the problem of the order number SL2837Z. | |
| I order a set of dishes from your website. | |