

To: valerie.lemoir@mailshop.com

Subject: RE: Problems with my order (P389746-D)

1. _____

I am writing 2. _____ your email of 29 January.

Firstly 3. _____ the problems you experience with our online ordering system, which was

4. _____. Unfortunately 5. _____ and this caused some unexpected problems.

Therefore, I 6. _____ the money, including all delivery costs that 7. _____.

Please 8. _____ a suitable date for our delivery team to collect the phone. 9. _____, I would like to offer you a \$50-voucher to spend on any product at Phonetastic. I hope this is satisfactory, and we look forward to you shopping with us in future.

10. _____

Suleiman Malik

Customer Services Manager