Business Letter – Letter of Response

Prompt: As the **Manager** of a **known electronic store**, you are in receipt of a formal **Letter of Complaint** from a disgruntled customer in regards to a **damaged** item he/she has received from your business establishment. Write a **Letter of Response** to the customer in an attempt to have the matter resolved in a **timely** manner.

In your response to the customer, please remember the following:

- Points will be awarded for using the **Business Letter Format**.
- The **Body** of your letter should be **approximately 100 Words** in length.
- Remember to have an appropriate **Closing** and **Signature**.
- **Address the attached envelope** to accompany your letter.
- The maximum marks for this assignment is **10 Points**.

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Please address the envelope below to correspond with your letter.



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