Igaz vagy hamis?

Subject: Apology and Resolution for Missing Items in Your Order

Dear [Customer's Name],

I hope this letter finds you well. I am writing in response to your recent complaint regarding missing items in your order #12345. First and foremost, I want to express my sincere apologies for any inconvenience this has caused you.

1. **A vevő panasza sérült árura vonatkozik: IGAZ HAMIS**

Upon investigating the matter, it has come to our attention that there was an oversight in our fulfillment process, leading to the omission of certain items from your shipment. Please accept our deepest apologies for this lapse, as it falls short of the high standards we aim to maintain.

2. **Logisztikai problémák okozták a hiányosságot: IGAZ HAMIS**

To rectify this situation, we are taking immediate action. We are dispatching the missing items to you at the earliest convenience. You can expect the replacement shipment to reach you by 22.05.2024. Our customer support team will provide you with the tracking details as soon as they are available.

3. **A nyomkövetés 2024.05.22. után lép életbe: IGAZ HAMIS**

In acknowledgment of the inconvenience caused, we would like to offer you°10% discount on your next order.

4. **10% árengedményt kap visszatérítésként a vevő: IGAZ HAMIS**

Please let us know if there is anything else we can do to address your concerns or if you have any further questions. Our customer support team is ready to assist you at customersupport@mail.com or+123456789.

5. **Több módon is kapcsolatba léphet a sértett az eladóval: IGAZ HAMIS**

Once again, I apologize for any frustration this may have caused, and I appreciate your understanding as we work to resolve this matter promptly.

Thank you for bringing this to our attention, and we look forward to the opportunity to regain your trust.

Sincerely,

[Your Name] [Your Title] [Your Company Name] [Con information]

LIVEWORKSHEETS