Dear Mr. Thompson:  
  
We appreciate your recent order for the (name of product)  
(ex. Samsung SCX digital copy machine).

We value your trust in our company, and we will do our best to meet your service expectations.

Rest assured, with its (include a few product specs), your (name of product)  
will help to increase the productivity of your staff.

Your purchase also includes (\_\_\_\_\_\_\_\_\_\_\_\_\_\_) (ex. a standard 90 day warranty) should a problem arise.

Thanks again, for your order. If you have any questions, please don’t hesitate to call me.  
  
Sincerely,