**Sample of an adjustment letter**

Richard Brooke  
8th End Street, London  
17th January 2018  
Centerville Bicycle Corporation  
London

**Ref** – Complaint dated 15th January 2018

Dear Richard

This is in reference to your complaint dated 15th January 2018. We are very sorry that a broken bicycle had been delivered to your address. We take these things very sincerely and can sympathize with you for the inconvenience caused to you due to us.

In the meantime, we would like to replace your bicycle with a brand new bicycle of the same brand with no shipping costs to you. Our delivery boy will come and collect the defective product and deliver the brand new bicycle. Also, we would like to gift you a $100 gift card which can be used in any store, for the inconvenience caused to you due to us. We hope that you will continue shopping with us.

Thanking You

Yours sincerely  
Joe Mendes  
PFA – $100 Gift Voucher, it can be used anywhere.