

Sunshine Holidays Ltd
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cs/hg

Brighton 25th Juni 2005

↳
URGENT

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Cloud 9 Company
96 Dream Street
LONDON
SW6A 8KE

↳
Your Complaint

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Dear Mr Bricks,

↳
Thank you for your letter of 12nd January 2005 complaining about the quality of your last delivery.

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Please accept our sincerely apologies for any distress these situation may have caused you and be rest assured that it will not happen again.

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Thank you for bringing this matter to our attention. The effectiveness of our quantity control is something that we take very seriously and your complaining gives us the opportunity to adress this issue.

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Yours faithfully,
Happy Company Ltd

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↳ *Silvia Taylor*

Silvia Taylor (Ms)
Managing Director

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↳
Attachment

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↳
cc: Heidi Grethe, Sales Manger