

## Complaint reply letter samples and examples

### *Replies to letters of complaint*

#### *Sample reply letter 1*

WELLS & SONS  
29 SUMMER STREET  
BOSTON, MASS.

August 12, 1922.

Mrs. Samuel Sloane,  
Chelsea, Mass.

Dear Madam:

We have your letter of August 8th in regard to the damaged perambulator. We are very sorry indeed that it was damaged, evidently through improper crating, so that there does not seem to be any redress against the railway.

We shall be glad to make a reasonable allowance to cover the cost of repairs, or if you do not think the perambulator can be repaired, you may return it to us at our expense and we will give your account credit for it. We will send you a new one in exchange if you desire.

Very truly yours,  
Wells & Sons.

#### *Sample reply letter 2*

WELLS & SONS  
29 SUMMER STREET  
BOSTON, MASS.

May 11, 1923.

Mrs. Julia Furniss,  
29 Oak Street,  
Somerville, Mass.

Dear Madam:

We have received your note of May 8th in regard to the bathroom scales on your bill of May 1st.

We do not send these scales already assembled as there is considerable danger of breakage, but we shall send a man out to you on Wednesday the twelfth to set them up for you. The missing height