From: name@email.com

To: name@email.com

Subject: \_\_\_\_\_\_\_\_\_\_\_. (Main purpose of writing the mail)

Dear \_\_\_\_\_\_\_\_\_\_\_\_, (Madam/ Sir/ Name of the recipient)

We heard from you that you are having problems with our product that you purchased last month. We, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (name of the company) always offer good quality products with good service life.

As our product caused inconvenience, our company offers you a free service to make sure that everything is working in order and you are satisfied with it. Soon, an officer will be at your doors to take care of our product.

For additional information, you can call us at our customer service desk or visit our website.

Thanking you,

Yours truly,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name and signature of the sender)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Name of the organization)