**SAMPLE LETTER 1**

Fiona Frame  
Fantastic Florists  
Shop 7, Blacktown Mall  
108 Black Street  
BLACKTOWN NSW 2148

25 October 2009

'WITHOUT PREJUDICE'

Mena Vishwananda  
12/32 Campbell Street  
BLACKTOWN NSW 2148

Dear Meena  
  
  
**RE: OUTSTANDING MONEY**  
  
  
I refer to your letter dated 15 October 2009 and my telephone conversation with you on 17 October 2009.

As I mentioned in the telephone call, I am willing to pay you $1000 for your time but don't believe that I owe you all of the $3792 because you did not provide a quality service and didn't do what you were supposed to do.

You said that you would maintain the Fantastic Florist website and provide IT support services from May to July but during that time I experienced many problems with my computer system and the website often didn't work properly. When I tried to contact you about these problems, I usually couldn't reach you and ended up having to leave messages. On many occasions it took you two or three days to get back to me.

I am not going to pay you the amount of $3792.

My offer of $1000 is open for 14 days from the date of this letter.

Yours sincerely  
  
*Fiona Frame*  
  
Fiona Frame