

# Routine Letter Sample

## Routine Letter

Dear Mr. Ellison,

Thank you for contacting us about your flowers. I am sorry that you received the wrong flower arrangement; this is an unusual error on our part. You will be refunded all cost, your correct arrangement will arrive tomorrow, and you will also receive a choice of any floral arrangement or gift back for your wife's birthday without any cost.

We try our hardest to get every order correct and we are sorry that we did not deliver yours properly. Thank you for bringing this error to our attention so we can ensure it never happens again.

We love hearing from our customers. We hope to hear back from you, if you would like the floral arrangement or gift basket and for any future orders. Enjoy your flowers when they arrive tomorrow.

Thank you,  
Flower Customer Service

555-555-5555

[Flowers@email.com](mailto:Flowers@email.com)