

December 10, 20—

Mr. Marvin L. Norgaard  
4782 Saranac Avenue  
Youngstown, OH 44505-6207

Dear Mr. Norgaard:

This is in response to your recent letter.

Your trees will be replaced without cost to you. We will make sure that the replacement trees will match the others you purchased in both size and color. I am enclosing a warranty for these new trees so that you can feel confident that we stand behind our product.

The survival rate for trees cannot be perfect; however, we are indeed sorry that you have had to have this temporary setback.

The communication breakdown with our two branch offices should not have occurred. We will take steps to ensure that this will not happen in the future. You can be confident that the appearance of your atrium will be restored and that the beauty of the new trees will add to your property's value. Thank you for shopping at Bachmann's.

Sincerely,

Mrs. Alice G. Schmidt  
Co-owner

urs  
Enclosure  
c: Mr. Raul Cornejo, Co-owner