Andre Davisdon, Customer Service

Melvins Marketplace C.A

Alexandria, Louisiana 70001

Pineville, E Shamrock St

April 17, 2022

Addressed to: Rose Stevens

Jackson, Mississippi 39056

Richland, Walker Cir

+1 812 000 000

Dear Rose.

We appreciate your letter informing us of the inconvenience. We certainly understand your discomfort at receiving the wrong package this week. We have already checked the warehouse and sent the correct one to your address.

The mistake is all ours, we are sorry for the inconvenience, if you allow us, we would like to offer you a coupon for 5 free shipments during this month. Please accept our sincere apologies.

We hope you have a good week.

We look forward to continuing to serve your needs.

Sincerely, the Melvins Customer Service Team.

Signature and stamp.