

From,
Tim Moore,
Sales Manager,
ABC Pvt. Ltd.

Date: 6th April 2016

To,
Demi Swift,
Northern Apartments,
New York.

Subject: Return Authorization Letter

Dear Demi,

I am writing this letter to tell you that I received your complaint letter regarding return/exchange of the new Samsung tab that you bought from us because its screen cracked pretty soon. However, don't worry as the product is still in the warranty period, it can be returned/repared with ease.

I am attaching a form along with this letter which you need to fill for starting the process of return. Also, I shall need the invoice bill of the product for reference as it would help in fastening the process. I am extremely sorry for the delay in reverting back. Hoping that this experience won't hamper our customer-dealer relationship and you shall continue to buy from us.

Yours sincerely,
Tim Moore,

Sales Manager,
ABC Pvt. Ltd.