Return Address

Date

**New first paragraph**

Inside Address

Dear Mr. Wade:

This letter is to inform you about a concern I have with the service I received from Printing Pals for an overnight rush order. As you know, Anderson Transport has been a customer of Printing Pals for several years and, in the past, has been pleased with Printing Pals consistent level of service.

When I spoke with one of your representatives, he told me to e-mail a file containing the text of Anderson Transport’s new brochure. The representative knew that I was in a hurry, which is why he asked me to e-mail the file. I e-mailed the file as requested and then left my computer for the day. The next morning, I received the following reply: “To prevent . . . .” As a result of this mix-up, our brochures were not printed in time for the “Getting Around” transportation fair, and we lost opportunities for new business.

**Summarize concerns; use neutral tone**

I would appreciate receiving a free print run for 500 brochures. Could you also send me instructions on how I should transmit digital files in the future?

**Ask how to transmit digital files**

**Request free print run**

I look forward to this issue being resolved so that I can continue working with Printing Pals to meet Anderson Transport’s printing needs.

Sincerely,

**Positive Closing**

Ms. Diane Cornilsen