

[Your Name]  
[Street Address]  
[City, ST ZIP Code]  
March 6, 2014

[Recipient Name]  
[Title]  
[Company Name]  
[Street Address]  
[City, ST ZIP Code]

Dear [Recipient Name]:

I sent 12 Fabrikam, Inc. wristwatches with a tennis motif today by Priority Mail to replace the watches you received with a golf motif.

You know, Harlan, one would think it would be impossible to make an error like this one. You clearly specified in your order that these watches were to be awarded to winners of the Annual Tennis Tournament on August 18. The stock number you supplied was correct. There was no reason for a slip-up at this end, and I can't even guess how it happened.

I am much relieved, however, that you'll have the right watches in time for the awards dinner. I really don't know what a tennis player's reaction would be to having a classic golf swing in bas relief on his prize!

When you get around to it, would you please send the golf watches to me? I'll pay the postage.

Sincerely,

[Your Name]  
[Title]

Copyright © 1994, 1988, 1983 by McGraw-Hill, Inc.