

[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 agree with you. I would be very upset, too, about not receiving spiral binding on your latest order for the new desk reference by Lucerne Publishing.

As soon as I received your letter, I called the book manufacturer and was told by the production manager that they have difficulty keeping up with the demand for the spiral-bound book. He said that, because he is not equipped to handle spiral-bound books, he has to farm out the binding to another manufacturer. He realizes that buyers are not happy, and swore that we would have no further difficulty in getting orders filled.

Thank you for your patience, Mrs. Laszlo. I assure you (and I base my opinion on what I was told by the bindery) that you will have no further trouble in getting what you want.

Sincerely,

[Your Name]
[Title]

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