**Example Letter**

***Drivers Co.
3489 Greene Ave.***
***Olympia, WA 98502***
August 17, 2001

Richard Brown, President
Document Makers
Salem, MA 34588

Dear Mr. Brown:

As someone who has worked with your company for over 3 years, we were very disappointed to see the documents you produced for our latest Drivers Co. publicity campaign.

As our written agreement stipulated, we expected full-color leaflets with fancy explanatory texts, but instead, we found that black and white photos had been included in the prepared leaflets. I think you will agree that a communication problem exists.

We would like you to send out a photographer to provide us with the promised color coverage or provide us with a refund.

Yours truly,

(signature here)

Thomas R. Smith,
Director

TRS/lj