***Document Makers  
2398 Red Street***  
***Salem, MA 34588***  
March 10, 2001

Thomas R. Smith  
Drivers Co.  
3489 Greene Ave.  
Olympia, WA 98502

Dear Mr. Smith:

I was very disappointed to read your letter of August 17 dealing with the issue of incorrectly produced publicity leaflets. As someone who values your business, I have already begun to find a solution to resolve this problem.

My top photographer will call you to arrange an appointment at your earliest possible convenience to re-take photos in full color. Also, we will deduct another 15 percent of the bill for the misunderstanding. Thank you for your patience.

Sincerely,

(signature here)

Richard Brown  
President

RB/sp