Dear Ms. Krist:

I'm delighted that you decided to bring your new Romulus 2XZ CD player to us at Starr-McCartney-Starr Appliance Repair. We're very proud of our reputation for fast, efficient service. You did the right thing in bringing your Romulus 2XZ to us.

When I read your letter, I immediately talked to Bob McCall, head of our service department, who carried out the initial inspection on your CD player on June 8. According to his records, the unit had a damaged kabobble, a manufacturer's problem. Your unit was still under manufacturer's warranty. Therefore, Bob shipped the unit to the manufacturer, Romulus Enterprises, in Toronto, on June 16 (we have confirmation that the package arrived the next day).

Yesterday, I contacted Romulus learned they are waiting for a shipment of high-grade kabobbles, which are currently on back order. However, I was told this shipment will be in their warehouse by next week. They also assured me the repair on your unit will receive top priority.

While we are unable to reimburse customers for outside expenses, including long distance phone calls, we are happy to have been able to save you repair costs. I'm assured your unit will be ready for shipment within ten days. Should you wish to contact Romulus yourself, the address is:

63 King Street South  
Toronto, Ontario  
M1S 3H7  
Phone: (416) 555 1984

The Romulus 2XZ is a fine CD player. I wish you many years of quality listening.

Sincerely,