Sample "Adjustment Letter" That Says 'Yes."

Nittany Software

State College PA

March 17, 2001

Ms. Georgette Branfman,

3322 West College Ave.

State College PA 16801

Dear Ms. Branfman,

Thank you for your letter about our Get Organized® time management software & CD, and your conclusion that it did not live up to the promises implied in the sales material for it. We certainly agree that our products should be functional and effective, and that’s why we stand behind them with our unique 48-hour warranty.

We note that your software package was purchased last August, and is thus out of warranty. However, a review of our promotional material showed that it did indeed suggest that the software would enable users to increase their grades while sleeping til noon and consuming an additional case of beer each week.

That is our mistake, as a review of our test marketing results showed that the software’s effectiveness wore off rapidly after 10:00 AM or two additional six-packs, whichever came first. These effects were further reinforced when the student’s computer was turned off. Consequently we are enclosing our check for $399.99, the purchase price. We are

also revising our promotional material to make it more accurate.

We hope this demonstrates our commitment to the highest standards of quality in software for students, and we hope you will again turn to Nittany Software for your time management needs. I am enclosing our latest catalog for your convenience, and hope we will hear from you again soon.

Sincerely,

Jorge W. Bush,

CEO