Sample "Adjustment

Letter that says NO:

Nittany Software

State College PA

March 17, 2001

Mr. George Branfman,

3322 West College Ave.

State College PA 16801

Dear Mr. 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. Moreover, a review of our promotional material showed no statements therein that the software would enable users to increase their GPA while sleeping til noon and consuming an additional case of beer each week.

While we’re unable to replace this package, we believe Nittany Software can still be of help to you. We have just introduced a new product, Sober In Time for Graduation,which we feel fits your situation. And I am enclosing a special $10 off certificate, good on this or any other Nittany Software, as described in or catalog.

Thanks again for being in touch with us. We at Nittany Software strive constantly for the highest quality in our products, and we appreciate your feedback.

Yours truly,

Gramm Spaniel,

President