

- BLINDS
- CURTAINS
- AWNINGS
- SHUTTERS



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Mrs Allen
6 Clifton Drive
Ramsey
Isle of Man
IM8 3ND

6th July, 2023

Dear Mrs Allen,

I hope this letter finds you well. We appreciate your business and would like to address your recent request for a full refund regarding the purchase of our made-to-measure product. We understand that you have paid a 50% deposit and we value your satisfaction as our customer.

The curtains which you ordered are custom-made, tailored specifically to your requirements and measurements. The manufacturing process involves significant time, labour, and materials, which are all accounted for in the initial deposit.

However, we genuinely value your satisfaction and were pleased to offer you an alternative solution and were willing to let you have the product for the amount of the deposit you have already paid or offered to re-make your order to double fullness. We believe this offer is fair and reasonable, considering the work and expenses that have already been invested in your order.

We value your business and hope to find an amicable resolution to this matter. Thank you for your understanding and cooperation.

We look forward to hearing from you as to how you wish to proceed.

Yours sincerely,

Hilary Talbot (Mrs)

Company Secretary