



Dear Mr. /Mrs. [NAME]

Thank you for your letter of [DATE] regarding the poor service you received when you visited our [...].

The incident was most unlike our usual high standards of service and courtesy. We have reprimanded the staff member who was rude to you. He also expresses his regret.

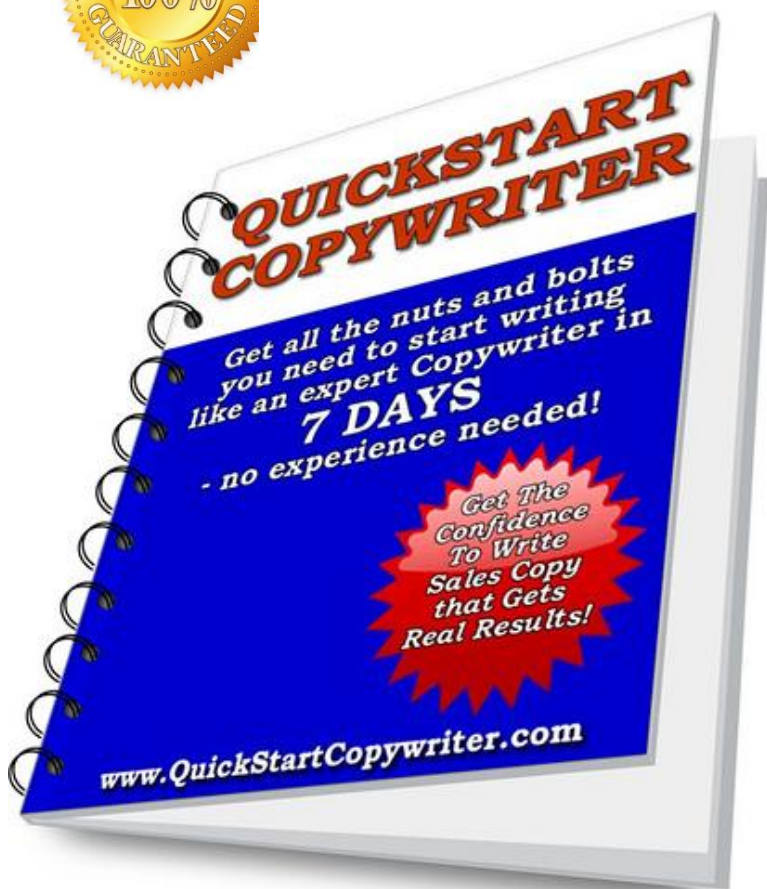
I am enclosing a gift voucher for [AMOUNT] which you may use at any of our stores.

Thank you again for writing to us. If I can be of any further help, please call me on [NUMBER].

With my apologies once again.

Yours sincerely,  
[YOUR NAME]

# “At Last! A One-Stop Definitive Guide Packed With All The Strategies You Need to Write Sales Copy and Marketing Messages That Get Results - FAST!”



## What Some of My Readers Have Said

### "Highly recommended"

Marc has put in a lot of time, love and effort into creating this valuable resource for people who simply just cannot write. Don't let the simple design of the ebook cover fool you! It's actually very, very well written with plenty of practical, professional advice on the subject of copywriting. It's really a steal and I highly recommend you to get your copy while it's STILL available at such an affordable price!

Michelle Wand  
Professional Piano Coach Turned Entrepreneur

### "My HR Director should read this"

I just wanted to drop you a note to say how much I've enjoyed reading and putting to use all the tips you covered in your ebook. There are so many educated business professionals from my company who still cannot write and I've had to use the strategies you taught to help them improve their writing.

In fact, I told my HR Director (*who absolutely sucks at writing*) about your ebook and I hope he buys a copy for his own reference!

Julie Kaufmann  
Marketing Manager with an IT firm

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