

## **Letter Indicating Company Not Responsible for Problem (Complaint Resolution)**

**This package contains:**

1. Instructions & Checklist for Writing a Letter Indicating Company Not Responsible for Problem (Complaint Resolution)
2. Letter Indicating Company Not Responsible for Problem (Complaint Resolution)

## **Instructions & Checklist for a Letter Indicating Company Not Responsible for Problem (Complaint Resolution)**

- This package contains: (1) Instructions & Checklist for a Letter Indicating Company Not Responsible for Problem (Complaint Resolution); and (2) Letter Indicating Company Not Responsible for Problem (Complaint Resolution).
  
- This form is designed to assist you in drafting a letter to inform a customer that after investigating their complaint, the company has determined that the responsibility was due to factors beyond the company's control.
  
- Be sure to include any "enclosures" mentioned in the letter. If there are no "enclosures" you may delete "Enclosure" from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

September 6, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

We are responding to your letter of [Date of Letter].

We were very sorry to hear that the [Name of Product] arrived two days later than the date we had notified you it would arrive. We understand how upset you were that the item, which you had intended as a gift you wanted to present to your grandson in person, arrived after the birthday party was over and he had already flown home.

We have investigated the matter, and have determined that the cause of the delay was not due to any negligence on our part nor that of [Name of Shipping Company], but rather to Mother Nature. If you recall, there was a severe storm just at the time the item was to be shipped, and all planes were grounded for a considerable length of time, which was the cause of the late arrival. Since our company policy does not allow for a refund in a case where the fault was due to an element beyond our control, we are unable to send you the refund you requested.

We regret the inconvenience this has caused you, and we hope you will continue to be our valued customer. Please find enclosed a coupon for a discount on any future purchase.

Cordially,

[Your Name]

Enclosures