



**GLOBAL INITIATIVES**  
1100 Center Avenue  
Sedona, AZ 86336

June 3, 2024

Mr. Robert Mason  
Senior Sales Representative  
Jones Printing Company  
105 E. Summit Street  
New Brunswick, NJ 08910

Dear Mr. Mason:

I recently ordered 10,000 copies of an informational booklet to promote our non-profit at several conferences and conventions this summer. After a previous printing error, you assured me that we would receive the corrected booklets in time to represent our organization at these events. However, the shipment did not arrive within the promised timeframe, and we have already been forced to improvise by offering lesser materials at one event. When we received this latest shipment, we were hopeful that we could offer the new booklets at our event next Friday. Unfortunately, each booklet is missing some pages—a noticeable printing error that could reflect poorly on our organization among prospective donors. I have enclosed one of the misprinted booklets for your review.

We understand that mistakes can happen. However, we ask that you reprint the 10,000 booklets again and ship them to us in time to attend the next event. If you cannot replace these booklets by June 14, please refund the order so that we can have them printed elsewhere. We thank you for a prompt response to this matter.

Sincerely,

Rebekah McKamie  
General Manager  
rtmkamie@globalinitiatives.org

Enclosure: Misprinted Booklet



**JONES PRINTING COMPANY**

105 E. SUMMIT STREET  
NEW BRUNSWICK, NJ 08910

June 10, 2024

Ms. Rebekah McKamie  
General Manager  
Global Initiatives  
1100 Center Avenue  
Sedona, AZ 86336

Dear Ms. McKamie:

Thank you for bringing this issue to our attention, and please accept our deepest apologies. We have thoroughly investigated your claim and found that several pages were indeed missing from your booklets, and the shipment did not make it out as scheduled. You expected and deserved better from us, and we covet the opportunity to make this right. To remedy these errors, we will reprint 10,000 additional booklets, and I will personally check them for accuracy. After my careful but prompt review, we will overnight the booklets to you at no additional cost in hopes that you will receive them before your next event.

In response to this second error, we have begun an audit of our printing software and shipping systems. We want to serve you more efficiently in the future and are grateful for the opportunity to serve you now.

I will send a confirmation email with tracking information when your new booklets ship. Please contact me directly should there be any problem with them at all.

Best Regards,

*Robert H. Mason*

Robert H. Mason  
Senior Sales Representative  
rhmason@jonesprinting.com