

Dear (Name of the customer) Sir,

We are very sorry for the inconvenience caused to you by our company. This letter is regarding complaint number 18231, which is filled because of the cheese spillage out the pizza between the time of delivery. We regret our services, but we are very sorry that our company doesn't have any refund policy for the customer's money.

But we have seen your order history in our company, and we found that you are one the loyal customer of our company that's why we would like to inform you that have decided to gift one more pizza from our company's side as a gesture of sorry and we are also providing you a coupon or buy get one free for your next order. Your coupon code is 'coupon code'; apply this coupon on our application at the time of purchase and get the benefit.

We hope you have found our solution appropriate, and we wish to be a part of your cravings for a lifetime. For further details about the complaint number, you can contact us on our toll-free number, 12039012933, or email us at mail@mail.com. We are closing this complaint now. Kindly give us feedback when a customer care executive calls on your registered mobile number.

Thank You

Yours Faithfully

(Name of the customer care executive)