**To:** AISA Widian

**From:** British House Languages

**Subject:** Apologise

Dear Mrs. Widian,

Thank you for the emai.

Firstly, I’m afraid to hear that bad news and we apologise for this inconvenience that has caused a problem in your company. For this reason, we write this email to deal a solution about the problem.

First, we need the information we type below:

* Invoice number
* Customer Number
* Delivery date

This solution that offert to this problem is offering a English class in the future if you wish.

We hope that this solution will be to your liking and we offer a 15% in the classes during the first three months in the new language courses you wanted to stard. We look forward to a response from you.

Have a nice day,

**Diego Moratalla**

*Teaching departament*

