

No.	Phrases	Angry customer	Customer services manager
1	I can fully understand why you feel disappointed.		
2	I can let you have this item at a much reduced price if you decide to keep it.		
3	I sincerely apologise for the inconvenience ¹ caused.		
4	I think there is something wrong with the goods we received today.		
5	I'll look into this straightaway and will come back to you ² as soon as possible.		
6	I'm afraid there must be something wrong with the invoice.		
7	I'm really very sorry you were disappointed with the way your order was executed.		
8	I'm sorry, but I think I have reason to complain about a delay in delivery. The goods arrived two weeks late.		
9	I'm wondering whether there may have been a mistake with the quantities and the colours of the cloths.		
10	It was only when we unpacked the goods that we noted that somebody had got the order numbers wrong.		
11	Much to our regret ³ we have to inform you that we were sent sub-standard ⁴ goods.		
12	Please let us have suitable ⁵ substitutes ⁶ if your Silverstone china sets ⁷ are no longer in stock.		
13	Thank you very much for your understanding.		
14	Unfortunately, we noted that the goods are not of the quality that we ordered.		
15	We are prepared to grant you a reduction of 50 euros on your next order.		
16	We are very sorry about this and will certainly do our best to meet ⁸ your expectations.		
17	We have been promised delivery by 30th August.		
18	We would ask you to accept our sincere apologies.		