

WT4: Adjustment Email

For WT4, you will be asked to respond to your letter in WT3. In your email, you must state:

- That you agree that the issue with the bicycle is a problem.
- That you will be sending the customer a new bicycle and a \$50 gift card for their trouble.
- Why the problem happened—for example, that there was a defect in one product line.
- That you are sorry for their trouble.

The email should use formal formatting and language.

Learning Objectives

- To combine lessons learned in WP2 and WP3
- To practice writing an adjustment document
- To practice writing directly to a customer

Length and Format Requirements

All emails must:

- Be a minimum of **300 words**.
- Use formal email formatting
- Have a file name with your name and the task (i.e. “Ryan Shepherd WT2”)

Grading Criteria

WT4 will be graded on the following:

1. **Email Formatting:** The email is set up like a formal email.
2. **Agreement and Solution:** The writer agrees that the issue is a problem and explains the solution early in the email.
3. **Explanation and Apology:** The writer explains why the problem happened and apologizes.
4. **Use of Language:** The letter is formal and polite.
5. **Content Organization:** The letter is organized in a reasonable way.
6. **Attention to Assignment:** The letter responds to all of the requirements above.

Due Dates:

WT4 is due no later than the beginning of Class 13.