1217 Meridian Street, Rocktown, AR 71672 • Phone (865) 555-4204 • Web Address: www.natureherb.net

**Nature’s Herbals**

 April 6, 2012

Mr. Sam Alexander

375 Savannah Drive

Snow Hill, IL 61998

Dear Mr. Alexander:

Thank you for your recent inquiry regarding charges to your account. You indicated that you believe your order qualified for free shipping but were charged a shipping fee. The table below outlines your account activity for the shipment in question:

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Quantity | Unit Price | Total Due |
| CO-Q-10, 200 mg | 1 | $13.00 |  |
| Omega-3, 1000 mg | 3 | $3.00 |  |
| Saw Palmetto, 450 mg | 1 | $12.00 |  |
| Ginkgo Biloba, 120 mg | 4 | $3.50 |  |
| Multivitamin, 120 ct | 1 | $1.99 |  |
| ORDER TOTAL |  |  |  |

Because our free shipping offer was for orders totaling $50 or more, you were charged the $5 shipping fee. Because your last month’s order was so close to meeting the $50 minimum, I have deducted the shipping fee from your balance due. To thank you for your business and in recognition of your good customer standing, we also have enclosed the following, free of charge:

* All-natural lip balm
* Bar of shea butter soap
* Jojoba aromatherapy oil
* A 10 percent discount coupon for your next purchase

If you have further questions, please contact me at (865) 555-4222 or via e-mail at mclopez@natureherb.net. Thank you again for your continued interest in and loyalty to Nature’s Herbals products.

 Sincerely,

 Mariana Lopez

 Customer Service Specialist