

Fiona Frame
Fantastic Florists
Shop 7, Blacktown Mall
108 Black Street
BLACKTOWN NSW 2148

25 October 20xx

‘WITHOUT PREJUDICE’

Meena Vishwana
12/32 Campbell Street
BLACKTOWN NSW 2148

Dear Meena

RE: OUTSTANDING MONEY

I refer to your letter dated 15 October 20xx and my telephone conversation with you on 17 October 20xx.

As I mentioned in the telephone call, I am willing to pay you \$3,000 for your time but I don't believe that I owe you all of the \$4,000 because you did not provide a quality service and didn't do what you were supposed to do.

You said that you would maintain the Fantastic Florist website and provide IT support services from May to July 20xx but during that time I experienced many problems with my computer system and the website often didn't work properly. When I tried to contact you about these problems, I usually couldn't reach you and ended up having to leave messages. On many occasions it took you two or three days to get back to me.

I am not going to pay you the amount of \$4,000.

My offer of \$3,000 is open for 14 days from the date of this letter.

Yours sincerely

Fiona Frame

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