Date

Dear Ms. Emily,

This letter is being written to you in response to your negative review on Facebook, that you posted on 1st July 20XX, on our official page about the quality of our clothing line.

We often warn our customers to be careful about the fake pages that use our name but sell low-quality products. We often market our official page and website, so that our customers would not get confused. You made your purchase from one of such fake pages on 15th June 20XX and received a very low-quality product. You got unhappy with the dress, and you posted on our official page, that you are dissatisfied, although it was not even our delivery. When we saw your posted pictures, we understood that you have been deceived by one of the fraudulent pages that are using our name.

We are a well-known brand, and we never compromise on quality. We are highly sorry that your money got wasted. We recommend that you go to their page and ask for a refund or an exchange. Also, kindly, report the page, and let us know the name so that we can report it as well, as there are numerous fake pages that are using our name.

As a small gesture for choosing our brand name for your purchase, we are sending a small gift with this letter. Kindly, remove your negative review from our Facebook page. If you plan to go against that fake page legally, we are ready to provide any help that you may need from us.

Thank you.

Regards,

Sarah Stuart.