Deb’s Butter House  
26 Peter Avenue  
Seattle, WA 63985  
Tel: 555-9696  
Fax: 565-9696  
Email: debby@butter.com

20th April, 2010

Jeremy Howard  
Sales Manager  
Butter Specialists Inc.  
231 Bubble Road  
Millville, IL  
Dear Mr Howard:

This letter is in response to your call that you had made to our company’s number. You had called us inquiring about a particular order that you wish to place with us.

In regards to the queries, we confirm your order as per the order no. 162 x kidder mills reference No. 656. Next time you call us, you won’t have to bear in all the questioning, you can give us the reference number and we will provide you with the status of your order.

The shipment however takes about a week to reach the address that you have states. The whole process is a bit elaborative, but only to assure you that our services are best and reliable.

If there is anything else that we could help you with, please feel free to contact us again.

Yours sincerely,

Karen Smith  
Director of Deb’s Butter House