**Date:**

**To**

**[The Recipient]**

**RE. CHANGING THE CLAIM POLICY ON SHOES PRICED BELOW $50.**

Dear Customers,

I am Rondez Balls, Assistant Manager of Comfy Feet Shoes Company. I am writing this letter to all on behalf of Director and General Manager, Mr. Carol Binj. Referencing the subject, the letter addresses an issue in the company’s claim policy, and thus, I am writing to clear the ambiguity related to avoiding any clash or contradiction of statements by the company. We have updated our Claim Policy which was previously updated in 2014.

With the new cult of budgeting and tax impositions, several businesses have to undergo multiple changes with the new fiscal year 2021. The budget has obtruded many shoes business companies as it is neither customer-friendly nor for the holders.

We, therefore, have made certain alterations to avoid any unpleasant scenario. According to the Claim Policy of 2014, the company is liable to replace the shoes if found damaged or broken within three years of warranty. As three years mark a long time, thus, we have shrunk the period to one year only. Claiming after three years create different complications i.e., for instance, loss of receipt, loss of warranty card, or change in the dates of warranty constraints.

Thus, shoes under the price of $50 shall not be entertained with replacement after one year, in case of damage, according to the updated policy of claim. Hence, there shall render a right of shoe repair by the company’s ardent staff in case of damage encompassing within the frame of time mentioned in warranty or claim card. The shoes priced more than $50 shall be entertained with a replacement for two years of warranty. The shoes priced more than $100 shall be granted 5 years of replacement or repair claim or both according to the claim/warranty card.

The new policy i.e., Claim Policy 2021 has been implicated with the approval of IRS and Federal Board of Taxation and Consumer Rights. The policy shall be effective immediately i.e., from 28-08-21 without any other delay. All the shoes purchased before the implication of this policy shall be dealt with with the updated policy. We are sorry if this change in the company’s policy brings any inconvenience to you as a consumer.

For more contact us on our helpline no. 11892 or email us at [EMAIL].

Regards

Rodez Balls  
Assistant Manager  
Comfy Feet, USA  
(Signature of the Director/General Manager/Relevant Authority)