



Reply prepared — one-star review

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for demonstration. **The reply is not published.** It is written for the people who will read the review in six months, not for its author — who has often moved on.

What the review claims, and what the data says

Fact claimed	Verifiable?	Result
Order placed 14/07	Yes	Accurate
Delivered 29/07	Yes	Accurate
5-day lead time advertised	Yes	Accurate — product page
Cause of the delay	Yes	Stock shortage, 9 days, never notified

The three facts are accurate, and the fourth is what the customer could not know. They endured a nine-day hold without being told — that is the real cause, and that is what the reply says.

What the reply contains

Element	Present?
Acknowledgement of the delay	Yes
Real cause: a shortage, not negligence	Yes
What has changed since	Yes
Offer of direct contact	Yes
Generic apology	No
"We are sorry you felt that way"	No
Commercial gesture	No

A gesture announced under a review becomes a price. The next person will ask for it by quoting the reply — and they will be right to, since it is public.

Who the reply is written for

Reader	Likelihood of reading it
The review's author	Low — they have moved on
A prospect in six months	High

That is what governs the tone: the reply must be understandable by somebody who knows neither the order, nor the company, nor the incident.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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