



Seven apologies, satisfaction unchanged

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

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Fictional document, produced for demonstration. **They were well-formed, appropriate to the context, and they were not the agent's to make.**

Wording used	What it does
"We are sorry for this error"	Says there was an error
"We acknowledge this failure"	Acknowledges a fact

In a case that may become a dispute, that sentence is evidence — written before anybody established the facts.

What is written instead

"Your order did not arrive on the announced date. Here is what I can do now, and here is what is being passed on." — **the customer gets an action, not a formula.**

What goes to a human, and in what state

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Case	Passed on?	What comes with it
Anything calling for an acknowledgement	Yes	Apology drafted in both languages, to approve in one click
A goodwill gesture	Yes	Factual finding and case history
An explanation of what happened at the company's end	Yes	Timeline of the exchanges

Measure	Value
Apologies made without approval	7
Satisfaction on those exchanges after removal	Unchanged

What customers wanted was what came next, not the formula.

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