

Apology and Process Improvement Commitment

Dear ChakkamRent Team,

This was on us, and we want to own it plainly. We are writing to sincerely apologize for the issues experienced with the recently delivered items – specifically the use of an incorrect logo variant and the concerns raised about the award gift item.

At C Imperium, we place a high value on quality, precision, and brand consistency, and we regret that in this instance we fell short of the standard we aim to uphold.

In reviewing the project, we found that the compressed turnaround time put pressure on our usual workflow, particularly around final approval before production. We accepted the project committed to delivering under that pressure, and we recognize that this created room for avoidable errors and misunderstandings. That responsibility rests with us.

Please accept our sincere apologies for any inconvenience this has caused.

More importantly, we are already taking steps to strengthen our internal processes so this does not happen again. Moving forward, every project will go through a stricter approval and quality-control checkpoint before final production, regardless of timeline constraints.

As part of this effort, we'd like to align more closely with ChakkamRent's brand identity going forward. We kindly request access to the following brand assets:

- Approved logo variations (primary, secondary, monochrome, etc.)
- Brand color codes (CMYK, RGB, HEX, Pantone if available)
- Approved typography/fonts
- Brand guideline or usage manual
- Any additional brand assets relevant to production

Having these on file will help us maintain accuracy in every future execution and avoid any misunderstanding around brand representation.

We deeply value our working relationship with ChakkamRent and appreciate your honest feedback – it's exactly the kind of input that helps us improve and serve you better.

Thank you for your patience, understanding, and continued trust in C Imperium.

Warm regards,

Date: 29th, June, 2026

Ojoudale Julius John

Creative Director / Operations Lead

C Imperium

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