

**FAX**

Ms Georgina Dickenson, Manager of the New Art Manufacturing Company Ltd, has asked you to draft a reply to this letter she has received from Kurt Schiller GmbH, her customer in West Germany. She has made some notes on the letter to guide you.

... and eighteen of the sofa-beds arrived in good condition. However, we have to inform you that two arrived damaged and are in an unsaleable condition - the frames are broken, the covers torn and the stuffing is hanging out. - quite a mess!

say we are sorry

One of these crates arrived intact with no visible signs of damage to the

comment  
generally  
on handling  
problems

crate itself, which leads us to believe that damage occurred prior to the unlikely - no idea how - I'm checking out procedures anyway despatch of the goods. The other crate, however, was badly cracked and splintered, and there were signs that rats had got inside.

obviously damaged in transit

send  
straightaway

We must therefore insist on immediate replacements for the two damaged

sofa-beds, and await your instructions as to how you wish to dispose of ...

keep for inspection - t.b.a.