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Your ref:
Our ref: Order No. 14478
Date: 15 August 20—

Satex S.p.A.
Via di Pietra Papa
00146 Roma
ITALY

Attn. Sig. Daniele Causio

Dear Sig. Causio

Our Order No. 14478

I am writing to you to complain about the shipment of sweaters we received yesterday against the above order.

The boxes in which the sweaters were packed were damaged, and looked as if they had been broken open in transit. From your invoice No.18871 we estimate that thirty garments have been stolen, to the value of £550.00. Because of the rummaging in the boxes, quite a few other garments were crushed or stained and cannot be sold as new articles in our shops.

As the sale was on a CIF basis and the forwarding company were your agents, we suggest you contact them with regard to compensation.

You will find a list of the damaged and missing articles enclosed, and the consignment will be put to one side until we receive your instructions.

Yours sincerely

Peter Crane

Peter Crane
Chief Buyer
Encl.

Complaint about damage

You have already seen a complaint about breakages in MacKenzie's email to Glaston Potteries ► **page 85**. This letter also deals with damage.

- 1 How did the damage occur?
- 2 Why can't many of the garments be sold?
- 3 Why does Mr Crane suggest that Mr Causio has to deal with compensation?
- 4 What is enclosed with the letter?
- 5 What does Mr Crane intend to do with the damaged consignment?
- 6 Which words in the letter have a similar meaning to the following?
 - a during transportation
 - b assess
 - c get in touch with