March 18, 2017

Mrs. Jacobsenn, Operations Manager

Careles Delivery Co.

9898 Petalmetal Way

Burnaby, BC, 1W1 M5D

SUBJECT: *Wrong quantity shipped to client*

Dear Mrs. Jacobsenn:

Careles Delivery Co.’s service has always impressed us here at Reliable Inventory Sales Ltd., your team must truly take pride in their work. We would like to draw your attention to a certain incident from the past month.

Our transaction records indicate that our company purchased fifty-five Microsoft surface laptops from Microsoft, one of our third-party vendors. The actual quantity delivered was forty-eight units at our receiving department, at 11:35 am this morning of March 18th 2017.

We have contacted Microsoft and confirmed with their shipping department, that the correct quantity left their Calgary warehouse at 9:15 am, March 16th 2017.

We believe that the missing units are a result of a miscommunication in delivery, or an error in proper shipping procedure.

We have incurred a negative balance of $17,509.12, as a result of this misunderstanding, and we do not want this rare event to stifle the prosperous relationship between our companies.

We request a refund for the total amount of $17,509.12 to compensate us for this error, or an extra shipment completed for the missing quantity of seven. A signature was documented from a Careles Delivery Co. delivery driver, confirming pickup for the full quantity of fifty-five units, at 9:15 am, March 16th 2017.

We would love to remediate this issue over the next three weeks, so that we can continue the fantastic business relationship we’ve had between our companies.

Sincerely,

RELIABLE INVENTORY SALES LTD.



Richard Bryant

District Coordinator

Encl. sales transaction copy