**ADJUSTMENT LETTER**

Emporium Tea Ltd.

Golf Club Road, Tongo, Gazipur

25th July, XX

Manager

State Tea Corner

25, Dhanmondi, Dhaka-1211

Ref: Your letter dated July 21, 20XX

Dear Sir,

We have received your letter of complaint dated July 21, 04 regarding the shortage of quantity. It is probably the first time that we get such complaints from a customer regarding the shortage of quantity.

Whereas you are our valued customer, we cannot deny any human error made by our dispatch workers. As a large concern in the country, we have to deal with large quantities each day and therefore a sudden error is possible. We, therefore, are dispatching the shortage quantity as per your order.

We expect your co-ordination as before.

With thanks.

Yours faithfully

Salam Ahmed

Sales Manager

Emporium Tea Ltd.