TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** Adjustment letter

Dear Sir,

We feel extremely sorry to hear that 100 cartoons of Tube lights were received by you in a damaged condition. Our dispatch section has a pre-packing inspection which allows the packing of goods to maintain satisfactory quality. Damage, such as in your case, occurs very rarely when the packages are roughly handled in transit.

As the contract involves the replacement of damaged goods we are ensuring the supply of 100 cartoons of Tube lights with more extra packaging. Will you kindly sign the enclosed “Damage Report” So that we can submit our claim to the Insurance Company? The attached Business Reply Envelope is for your convenience in returning the report. Our authorized representative will collect the damaged goods before 15th March, 04. Please confirm the arrival of the goods.

Yours faithfully

S. Alam

Manager, Sales & Service