**ADJUSTMENT LETTER**

LIGHTING WORLD LTD

Tongi, Gazipur

10th March, 22

Sales Manager

TRANS-WORLD LIGHTING

Mohakhali C/A, Dhaka-1212

Ref: Reply to your letter dated 5th March 20XX

Dear Sir,

We feel extremely sorry to hear that 100 cartoons of Tube lights were received by you in a 4amaged 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, XX. Please confirm the arrival of the goods.

Yours faithfully

S. Alam

Manager, Sales & Service

Lighting World Ltd