

Complaints

Damage in transit

Arden Carpet Chain Ltd
Lambeth Lane 5
Carlisle EA 4 BD5
arden@carpet.yahoo

16 July 2021

Persian Rug Paradise LLP
Baghdad
Al Saq 74
1st Floor, Block No.5,
Shop No. 74, 75 & 76.
P.O Box : 26940
Iraq

Dear Mr Bakthari

ORDER No. AB 247

I am sorry to inform you that one of the two cases containing 12 handmade Persian Gabbeth carpets dispatched on 12 July was delivered to us damaged. The outer layer was badly damaged and we estimated that it will be necessary to send ten of these carpets for cleaning before they can be offered for sale in our outlets.

Please arrange to send replacements by the end of the week and charge them to our account.

We understand that responsibility for the damage rests with the courier and have already taken the necessary steps, including a demand for compensation with the logistics operator.

I hope to hear from you soon.

Yours sincerely

Elisabeth Arden

Elisabeth Arden (Mrs)

Chief Buyer

Reply by mail

To: arden@carpet.yahoo
From: bakthari rug paradise@mail.iq
Cc:
Date: 18 July 2021
Subject: Order No. AB 247

Dear Mrs Arden

I am sorry to hear that your carpets were damaged on delivery.

Our dispatcher informs us that the carpets were packed very carefully in two layers of bubble foam and heavy duty canvas. Under normal circumstances these should have given enough protection.

We have now arranged to use specially reinforced edge casings for our future consignments, including the replacement carpets that you have requested. This should be enough to prevent future damage.

Your consignment of twelve carpets has already been dispatched.

We realise your need to reduce the selling price for the damaged carpets and can offer a special discount of 12% on the damaged items.

Once again we are sorry for any inconvenience we may have caused.

Yours

Mahmud Bakthari

Repetition of late delivery

Beds'n More Ltd
Boobrey Close 45
Lincoln AB 3

Mr Tony Braxton
Manager
The Wood Company
Hoskys Street 23
Hull by the Sea WA 23
7 February 2021

Dear Mr Braxton

We ordered 100 bedside tables from you on 20 January on the mutual understanding that these would be delivered by the end of the month. Unfortunately, the order was received only yesterday, which is 7 days later than agreed.

We hope you understand the problem this causes us with our customers as we cannot commit to firm dates unless we ourselves can rely on commitments made by our own suppliers.

This is not the first time that we have taken late delivery from you and we do not believe that business between us can continue in these circumstances.

We hope you appreciate our position in this matter and wish to have your assurance of timely deliveries in the future.

We also feel that you should allow us a 20% discount on the latest order because of the inconvenience and distress caused by the late delivery problems. Not only did we have to reroute our stock to maintain minimum supplies, but were also forced to decline orders from regular customers.

We hope to hear from you soon.

Yours sincerely

Bobby Brown
Bobby Brown
Manager

Reply/Apology

The Wood Company
Hoskys Street 23
Hull by the Sea WA 23
9 February 2021

Mr Bobby Brown
Manager
Beds'n More Ltd
Boobrey Close 45
Lincoln AB 3

Dear Mr Brown

Thank you for your letter of 7 February. We are of course aware of the delay of your latest order. We realize that this delay is causing you considerable inconvenience.

Unfortunately, you will recall that we have been having an unusually severe winter. Work on your order was held up due to power shortages in our region because of the heavy snow and nationwide power cuts, especially around the middle of the month when work on your order was being carried out. These difficulties could not have been foreseen. Without them, your order would have been completed and delivered on time.

Now the weather has improved and production at our facility is back to normal. We hope that there will be further unforeseen delays and we can keep supplying our customers on time.

We understand your problems fully and as a gesture of our goodwill are ready to offer a 10% discount on the order to be credited against your next order if you so decide.

As regards the previous unfortunate incident involving late delivery, we accept full responsibility for the inconvenience as already indicated. However, these two cases are not in any way interconnected and we hope the incidence will not affect our business relationship adversely.

Best wishes

Tony Braxton
Tony Braxton
Manager

Lexis

Thank you for your letter of 1 May

You will recall that ...

Work/production was held up by/due to

Power shortage/power cut

Work on your order was being carried out

Resume normal production

We understand your problem

As a gesture of our goodwill

Credit the discount against the next order

Unfortunate incident/delay/problem

Take full responsibility for sth

The incidents are not in any way interconnected/interrelated

The incidence

Affect the business adversely

Contents

As indicated before