

Reply to complaint about damage

Because Satex sells goods to their retailers on a CIF basis, and in this case there was no special instruction to send the goods in a particular way, they will have to find out what happened and whether they can get compensation. Sig. Causio could have asked Mr Crane to keep the undamaged garments and return those which could not be sold. However, he wants the shipping company to inspect the whole consignment in case they do not accept that the damage was caused by thieves.



Satex S.p.A.

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Vs.rif.: Order 14478
Vs.rif.: Ns. rif.: D/1162

24 August 20—

Mr L. Crane
Chief Buyer
F. Lynch & Co. Ltd
Nesson House
Newell Street
Birmingham B3 3EL
UNITED KINGDOM

Dear Mr Crane

Thank you for informing us about the damage to our consignment (Inv. No. 18871).

From our previous transactions you will realize that this sort of problem is quite unusual. Nevertheless, we are sorry about the inconvenience it has caused you.

Please would you return the whole consignment to us, postage and packing forward, and we will ask the shipping company to inspect the damage so that they can arrange compensation. It is unlikely that our insurance company needs to be troubled with this case.

If you want us to send you another shipment as per your order No. 14478, please let us know. We have the garments in stock and it would be no trouble to send them within the next fortnight.

Yours sincerely

Daniele Causio

Daniele Causio
Sales Director