**Good Damaged During Shipment**

Thank you for your courteous letter.

We sincerely apologize that the goods arrived in poor condition. It was apparently damaged during shipment.

We are sending you another lot at once doubly well packed this time to make sure it reaches you safely. The courier company, which delivers it, will pick up the damaged goods.

We hope that you have not been inconvenienced, and that you will enjoy your purchase for a long time to come.

Sincerely yours,