Green Tree Freight Co., Inc.

Columbus, Ohio 45453

(315) 565-6789

March 29, 19XX

Complete Table, Inc.

P.O. Box 3132

Austin, TX 78703

Subj.: March 24 letter about damaged freight

Dear Mrs. Hughes:

I have just received your March 24 letter about the damaged

shipment you received through Green Tree Freight and regret

the inconvenience that it has caused you.

From your account of the problem, I am quite sure that your

request for the $240 adjustment on the damage to the 2

crates of Valjean Cristal stemware will be granted. A

certain amount of breakage of this sort does unavoidably

occur in cross-country shipping; I am sorry that it was

your company that had to be the one to suffer the delay.

I must remind you to keep the damaged crates in the same

condition in which you received them until one of our

representatives can inspect them. That inspection should

take place within 2 weeks.

If all is in order, as it sounds to be in your letter, you

can expect the full reimbursement within 2 weeks after our

representative's inspection. I hope this unfortunate

accident will keep you from having merchandise shipped by

Green Tree Freight in the future.

Sincerely,

David F. Morgan, Customer Relations

Green Tree Freight Co., Inc.

Columbus, Ohio 45453

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