Emporium Tea Ltd.  
Golf Club Road, Tongi, Gazipur

25th July, 04,

Manger  
State Tea Corner  
25, Dhanmondi, Dhaka-1211

**Ref: Your letter dated July 21, 2015**

Dear Sir,

We have received your letter of complaint dated July 21, 04 regarding shortage of quantity. It is probably first time that we get such complaint from a customer regarding shortage of quantity.

Where as you are our valued customer, we cannot deny any human error made by our dispatch workers. As a large concern in the country, we have to deal with large quantity each day and therefore a sudden error is possible. We therefore, are dispatching the shortage quantity as per your order.

We expect your co-ordination as before.

With thanks.  
Yours faithfully

Salam Ahmed  
Sales Manager  
Emporium Tea Ltd.