LIGHTING WORLD LTD  
Tongi, Gazipur

10th March, 04

Sales Manager  
TRANS-WORLD LIGHTING  
Mohakhali C/A, Dhaka-1212

**Ref: Reply to your letter dated 5th March, 2015**

Dear Sir,

We feel  extremely sorry to hear that 100 cartoons of Tube lights received by you in a damaged condition. Our dispatch section has a pre-packing inspection which allows the packing of goods maintaining satisfactory quality. Damage, such as in your case, occurs very rarely when the packages are roughly handled in transit.

As the contract involves replacement of damaged goods we are ensuring the supply of 100 cartoons of Tube lights with more extra packaging. Will you kindly sign the enclosed “Damage Report” So that we can submit our claim to Insurance Company? The attached Business Reply Envelope is for your convenience in returning the report. Our authorized representative will collect the damaged goods before 15th March, 04. Please confirm the arrival of goods.

Yours faithfully

S. Alam  
Manager, Sales & Service  
LIGHTING WORLD LTD