**Adjustment Letter for Refund of Damaged Goods**

**Lake Covarde Supplies**

B.S. Sound 25 Cromwell St,
Glen Iris, Victoria, 3146.
Phone: (61) 01 9389 1999 / Mob: (61) 1519 993 966

**April 26th**, **2012**

**Mr Adelaide Johnson**
Care2Care Pvt. Ltd.
2 Holt Street, Surry Hills
Address GPO Box 4245,
Sydney, NSW

**Sub**: Refund of Damaged Goods

**Dear** Mr Johnson,

I have just received your letter regarding the shipment of damaged goods you received through Lake Covarde Supplies. I regret the inconvenience that it has caused you.

As per your claim and details regarding the matter, it has been found that your claim of $2000 for the broken furniture stands legitimately. We have already dispatched the cheque through registered mail at the address provided by you. It will reach at your doorsteps within 2 working days. The damage to your items was a result of a mishap whilst transporting it. It was an unfortunate accident and a big mistake that the items were not checked before delivery. We take all the responsibility for the damage and the inconvenience caused to you.

I must remind you to keep the damaged items in the same condition in which you received them until our representatives can inspect them. The inspection should take place within 2 weeks. You will be informed beforehand so that you can provide us with the timings which suit you the most.

I am sure that this unfortunate accident will not hamper our relationship in the time to come.

**Sincerely**,

**Nikilesh Ahuja**, Customer Relations

**Lake Covarde Supplies**