



PT RAVISKA MARCELINDO
SALES OF ELECTRONIC LAPTOP

JL. RAYA KALIMALANG, 17000, BEKASI, JAWA BARAT, INDONESIA

Email : marketing@raviskamarcelindo.com Telp

: +62 812 8877 9288

Your ref: ML/AA/G05

Our ref: ZM/RD/RM06

November 13, 2024

Mr Lidfa Mafliansyah

Purchase Manager

PT Goliath.net

Jalan Dukuh Jakarta 10310

Dear Mr. Mafliansyah,

We are very sorry to learn that you are disappointed with the order we sent on October 23, 2024. This issue occurred because our staff was very busy and therefore less thorough in processing the shipment. We have realized the mistake and have ensured that it will be addressed.

We will promptly send the missing items and replace the damaged products. This delivery will be completed within 2 days.

We assure you we are doing all we can to speed up the delivery and offer you our apologize for the inconvenience you suffered.

Yours sincerely,



Haical Ravinda

Marketing Manager

Anggota Kelompok :

Zico Marchelino Sinaga - Purchase Manager (11121334)

Haical Ravinda Rassy – Marketing Manager (10121530)

Riska Damayanti – Secretary (11121138)