

Subject : Defective and miss quantity of the product

Dear Sir / Madam,

I am replying in response to the product order that we received from your company. Unfortunately, Some of the light bulbs that arrived from Singapore were found defective. In addition, some of the others did not reach the quality standards. The products received are not harmonised with the amount agreed under the trading contract.

According to quality standards, The products we receive from Singapore have some problems which make the product not function properly such as broken bulbs. And there are some bulbs that function but did not reach standard. For example, The brightness of some of the bulbs was not bright enough, another had the wrong colour and the light bulbs ordered were light emitting diode bulbs. But some that we received were incandescent bulbs and fluorescent bulbs.

For the following reasons. I would like to make arrangements to return all the product to you and I would like to make a refund for the order. However, the order can not be refunded. Is there any chance that you can resend the product by the amount of light bulbs that are not functioning properly. In case both of the options are not available or have a conflict with company rules. Could you help us find another solution for this problem.

In addition, it is worth knowing that we will make sure that people responsible for this are aware of their mistake and its consequences. There is no compromise when it comes to the satisfaction of our clients. If the company ignores the aforementioned request, we will need to prosecute the legal action.

I am looking forward to hearing from you. You can contact me for more information through phone number (+66)61-520-7429 ,replying to this email or at email: naveeham@gmail.com .

Yours sincerely,

Naveeham Co.