

PT. BINAMAN SEJAHTERA

Jln. Bumi Raya no.22

Semarang 20002

11th January, 2022

Mr. Nur Akbar

Purchase Manager

PT. INDAH PERMATA

Jln. Muara Karang no. 75

Jaya Pura 22001

Dear Mr. Akbar

I'm so sorry we mixed up your order. I know a mistake like this can be very upsetting, especially at this time of year.

I've double checked your original order, and the correct items should arrive tomorrow via the website (tracking number 002822244201). If you'd like to track the package, here's the link you can use: <https://www.sicepat.com/checkAwb>.

I'll follow up with you tomorrow to make sure you received the correct items. If you have any questions in the meantime, feel free to contact me directly.

We do have one small favor to ask. Could you please return the unwanted items within the next 3 days? There should be an adhesive prepaid return label inside the box. If not, just click this link, print the form, and attach it to the box. You can drop the box off at any Alfamart.

Once again Mr. Akbar, I sincerely apologize for the inconvenience.

Yours Sincerely,

Anisa Silfi Hidayati

Marketing Manager

