



**PT ROCKET MANAJEMEN**

**Jl. Solo Km. 51,5 Sleman Jogjakarta**

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Sleman, 10 September 2017

Nomor : 737/FIVI/X/2017  
Lampiran : 1 (satu) lembar faktur  
Perihal : Komplain Kerusakan Barang

Kepada Yth.  
Direktur PT. Janaka Groups  
Jl. Janti Km. 12 Bandung  
Jawa Barat

Dengan hormat,

Barang pesana kami dari saudara yang berupa:

No	Jenis	Merk	Jumlah
1.	Lemari Es	Toshiba	2 buah
2.	TV LED 42 inchi	LG	10 buah
3.	LCD Proyektor	Samsung	18 buah
4.	LCD Kmputer 21 inchi	ASUS	40 buah
5.	Kipas Angin	Cosmos	7 buah

Barang tersebut telah kami terima. Kami juga mengucapkan terima kasih atas pelayanan saudara yang diberikan kepada kami.

Akan tetapi sangat disayangkan setelah barang kami buka dan cek, kami merasa kecewa karena terdapat 2 unit TV LED 42 inchi yang pecah dan juga 1 unit kipas angin yang retak sehingga barang tersebut tidak dapat kami gunakan lagi.

Pleh karena itu kami sangat menyesal, kami akan mengirimkan kembali barang-barang tersebut, kami juga sangat mengharapkan saudara dapat mengirimkan penggantiya segera. Kami juga menyampaikan faktur pembelian barang tersebut agar mempermudah penyelesaian masalahnya.

Atas perhatian dan kerjasama dari saudara, kami ucapkan terima kasih.

Hormat  
kami,

Juson Hendra  
Direktur



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Sleman, September 10, 2017

Number : 737/FIVI/X/2017  
Attachment : A Bundle of Purchase Invoice  
Sub : Complain for Items Received in Damaged Condition

Dear sir or madam,

We are writing this complain letter to inform you that there are some items received in damage condition. The items that we have ordered are:

No	Items	Brand	Quantity
1.	Refrigerator	Toshiba	2 units
2.	42" LED TV	LG	10 units
3.	LCD Projector	Samsung	18 units
4.	21" LCD Computer	ASUS	40 units
5.	Fan	Cosmos	7 units

We received all items and we appreciate your best service in sending them completely.

Unfortunately, we would like to express our disappointment from the condition of some products. After we checked them all, we found that some units arrived in bad condition: two 42" LED TVs are broken and one fan is cracked, so that we cannot use these damaged items.

Accordingly, we are going to send them back to you with the purchase invoice for your reference to overcome this problem. We would appreciate if you could exchange them with the new items.

Thank you

Sincerely,

Juson Hendra  
(Director)

DEVANNI KUSUMA PUTRI / B0317013