

Martin Zlámál

Dear Mr. Gordon,

With regard to our previous email communication, I would like to inform you that the newly installed multimeter XX-53, assembled by your company, has kept showing invalid values again. Not only have we sent invalid data to our customer, but also we have not been able to carry out the final measurements and tests of the electrical connections in one of our devices we need to ship to our customer tomorrow.

Due to the urgency of the situation, we require that you bring forward the planned revision of the device and check its operation as soon as possible, as we cannot tolerate this device breaking down.

We are faxing you a copy of this email and we would be grateful for a prompt reply.

Kind regards,

John Smith, Quality Manager

Dear Mr. Smith,

I would like to apologize for any inconvenience caused by incorrect data measurement. We are actively trying to resolve this issue and find the solution. Meanwhile I am sending our technician to your company to replace currently installed multimeter XX-53 with newer model XX-54 at our expense.

To prevent this happen again in future, we will also install small calibration device YY-02 which will be continuously checking output values and if there will be suspicious value it will send us notification and we will take care of it. This monitoring is also at our expense. This should help you avoid sending wrong values to your customer again.

We really appreciate our cooperation. It's our concern to provide you the best services.

Thank you for your understanding and patience.

Yours sincerely,

Alex Gordon, Chief Buyer