Mr. Zahid Khan  
Manager Logistics PTCL  
R-20, Block 3  
Shahrah - e - Faisal  
Karachi   
  
8th June, 2022   
  
Nashra Ghaffar  
Directorate WFA  
Block-2 Gulistan-e-Jauhar   
Karachi   
  
Subject: Complaint about the damaged shipment   
  
Dear Sir,   
  
I'm writing to draw your attention to the fact that the package we recently received has been partially damaged as a result of airline loading staff mistreatment.

The shipment consist of 1200 computers, 50 LAN equipment and 10 testing equipment. The consignment was packed in 20 cargo pallets and was shipped through World Freight Airways. On examining the packages it is found that 300 computers have been damaged. Since the damaged is beyond repairs whilst the goods were in your custody, we hold you liable for the occurred. As soon as the extent of the damage has been determined, we will contact you with our compensation claim.

We respectfully request you to investigate this situation and conduct a thorough inquiry to uncover the root cause of this incidence. We also request you to come up with appropriate remedies and make arrangements for compensation as a result of an unsatisfactory service provided in accordance with your terms and conditions.  
  
Looking forward to your reply.   
  
Regards  
Mr. Zahid Khan  
Manager Logistics PTCL