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理ComplaintsandAdjustment Nusantata Trading Co. Ltd. Jalan  
Malaks No.51 Jakarta Indonesia Tel : 62 21 380000000 Fax : 62 21  
380000001 January 18, 200# Ms. Leung Suet Chan Deputy Manager

New Times Trading Company Limited 13-14/F., Industry Building  
35 Harbour Road, Wanchai Hong Kong China Dear Ms. Leung

Order NT-20717 Thank you for your fax of 17 January. We are  
extremely sorry to learn that an error was made in carton 13 of the  
above order. The missing 9,000 ball pens were sent this morning by  
Cathay Airways and the documents have already been forwarded  
you. We greatly regret the inconvenience caused by this and the  
previous two errors and offer ore sincere apologies. We can assure  
you that every effect will be made to ensure that similar errors do not  
occur again.来源 : [www.examda.com](http://www.examda.com) Yours sincerely Rob

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