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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. Yours sincerely Rob Subbaraman Export
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