

Tokyo Interior Co., Ltd.

1-2-56 Yoyogi, Shibuya-ku

Tokyo, Japan 123-5500

Phone: (81)3-xxxx-xxxx / Fax: (81)3-xxxx-xxxx

July 31, 2012

Ms. Veronica Cruz
Fine Furniture
211 10th Ave.
Daytona, FL
32166 USA

Dear Ms. Cruz:

On July 30, we received our purchase (P.O. Number: RS56708) as we requested. When we took one of the wicker baskets out of the box, we found that it had several holes on the side. We checked the others just in case. Thirteen baskets out of the 30 that we ordered had holes. We are attaching photos which show the damage.

We cannot sell products like these, as you know, and this results in a serious delay in our new project. Considering the damage, we request immediate replacement of the defective merchandise.

We have been doing business with your company for many years, and we are absolutely confident that you will respond promptly to this matter and correct the problem in keeping with our longstanding trust in you.

Sincerely yours,



Yuki Matsuda
Sales Department
Tokyo Interior Co., Ltd.