

From: Makoto Nishida  
To: Ann Baker  
Subject: Broken items

Dear Ms. Baker,

This is in reference to the 10,000 200-ml glass jars we purchased from you last week. We were disappointed to learn that 87 of them arrived damaged. Whether due to faulty packing or improper handling by the carrier, this does not meet required standards.

Please look into this matter at once and ship the replacements immediately, as it is affecting our production. Please advise when the replacements will arrive as well.

We have used your products in the past without any problems, and I trust this will not happen again.

If you have any questions or concerns, contact me anytime on my cell phone.

Yours truly,

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