

Jackson: Thank you for calling BG Fabric. Paul Jackson speaking.

Kimura: Hello, this is Nao Kimura from Takeda Corporation. I'm calling about the order I received from you today.

Jackson: Can I have the order number?

Kimura: It's 320-14P.

Jackson: Let's see ... Yes, it's our new fabric. What seems to be the problem?

Kimura: Well, the product was quite different from the sample you sent us the other day. The texture isn't as soft as I thought it would be. Besides, it seems like the color varies significantly. The color of the sample was a soft light yellow and that's why we decided to place an order. But the color of what came today is too intense.

Jackson: I'm terribly sorry. There's really no excuse for it. We will immediately ship a replacement with the same quality and color as the sample you saw.

Kimura: I appreciate that, but we'd rather return the order.

Jackson: I understand. Then please return your order at our expense.

Kimura: All right.