

Complaints

(Anagnathos)

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MEDIA SEROURCES OFFICERS
The Country Hall
London SE 17 PB
10th October, 200_.

The Manager,
Sales Department,
BRANTON Ltd.
Barlow Road,
London, NW 21

Dear Sir,

With reference to our order of August 13th thirty headphones for our Lab, we would like to know when exactly we may expect delivery.

When we placed our order, your department assured us that delivery would take fifteen days.

Your failure to deliver by the promised date has caused us problems.

Will you please inform us of the earliest date you will manage to deliver the goods?

If it is impossible for you to deliver them within a week, we shall regretfully cancel the order.

Yours faithfully,



Albert Martin
Education Officer

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Complaints

(Anograpion)

Harper and Grant Co. Ltd.,
Great West Road,
London, W25
29th February, 200_.

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R. Winter Clothing Co. Ltd.
Hathaway Road,
London, E 3

Dear Sirs,

Our Order No. 332

On 5th October we ordered Lambswool cloth for delivery mid-January. As the goods have not arrived yet we must ask you to despatch them without further delay. If the goods are not received within a week, we shall have to cancel our order.

Awaiting your reply,
We are,

Yours faithfully,
Harper and Grant Co. Ltd.,



G. Reynold

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Reply

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R. Winter Clothing Co. Ltd.,
Hathaway Road,
London, E3
30th February, 200_.

CR/SR
Messrs Harper and Grant Co. Ltd.,
Great West Road,
London, W 25

Dear Sirs,

Your Order No. 332

We have received your letter of 29th February and regret very much that we have not been able yet to execute your order No. 332 of 5th October. We are aware that the Lambswool cloth ordered, is long overdue, but work at the factory has been held up because of shortage of raw material.

We have, however, been informed that we shall probably have delivery within the next few days and we instructed the factory to despatch the goods direct in order to save time.

We assure you that we are doing our best to speed up delivery and we offer our apologies for the inconvenience that has caused you.

Yours faithfully,
R. Winter Clothing Co. Ltd.,



C. Rash
Sales Manager