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1. It was embarrassing to hear about the malfunction of our generator installed in your plant upon receiving your letter on July 21. We have no explanation to offer at the moment. Yet, we have ordered a thorough investigation into this matter, and we will notify you once the site investigation report is ready. Meanwhile, we have shipped a new generator today for your immediate replacement via our mechanic.

I am grateful for your response. Terminal Hangman’s workers have admitted they are responsible in regards to any flaws and are longing for an amicable settlement. Could you possibly confirm whether the Hangman workers are willing to compensate the consignee directly? We will send you our accepting bank account number once they reply to you. I will look forward to your response.

Please accept my apologies for any inconvenience from using our product.

We offer a free exchange for flawed products within the warranty period.

Unfortunately, the product you have ordered is currently out-of-stock.

We will provide the utmost effort to avoid the repetition of the same mistake.

Since our subcontractor went on a one-month general strike, it would be better for you to look for another supplier who can handle your shipping.