

Tábor Company  
Ms Tereza Šimkū  
Jiraskova 1615  
39002 Tábor  
Czech Republic

Mr. Tamás Fersch  
Veszprémi út 45  
8500 Pápa  
Hungary

12 February 2010

Dear Mr Fersch,

Thank you for informing us about the damage to our consignment.

We are very sorry that the last shipment came Kofola was badly damaged and broken. We spent a lot of care on packages and therefore damage could be caused by a rough treatment during transport. Our company is ready to replace your damaged shipment. The new shipment will be sent within a few days.

As compensation for the inconvenience, we offer 15% discount and 24 bottles for free.

We are pleased that our product suits you and is successful. As requested, we are sending you enclosed a new katalogue.

We look forward to hearing from you.

Yours sincerely,

Tereza Šimkū  
Sales Manager