

**Obchodni akademie  
a Vyssi odborná škola ekonomika  
Jiraskova 1615, 390 02  
Tabor, Czech Republic**

**20 January 2010**

**Dear Ms Šimku**

**Order Kofola 22/12/2009**

**We are writing in connection with the above mentioned order for Kofola. The products arrived in due time. Unfortunately, 10 crates i.e. 240 bottles of the 3,000-item consignment were broken. Therefore, we could not sell any of them. We think it happened because of bad packaging.**

**We would be grateful if you could send us a replacement. If it is possible, please do not send us Kofola X-mas as a replacement, because we are far beyond Christmas.**

**We are glad to inform you that your product was successful and we would like place another order if you send us your latest offer.**

**We look forward to hearing from you.**

**Yours sincerely,**

**Tamas Fersch  
Sales Supervisor**