Rankon Electronics

Bijoy Sharani, Dhaka-100

Date:

Sales Manager  
Vision Corner  
Electron Plaza  
Dhaka

**Ref: Your letter dated September 20, 2004**

Dear Sir,

We regret that you had to make the trouble of writing to us. Your letter of (date here) must have crossed with our letter No:----- (date) advising you of the dispatch of goods.

Due to power failure in the factory, the production was held up for six (6) days. With a large number of orders -on hand, we were under serious pressure and therefore we had to work extra hours as soon as the power supply started. In those days we were too busy to fit the problem that communication chain between factory and administrative building was badly hampered. As a result, communication with customers also faced serious problems.

We are extremely sorry about this delay and hope you will realize that it was only due to circumstances beyond our control. We expect that you will receive the goods as ordered within (date)

Yours Faithfully

Khurshid Alam  
General Manager, Sales  
Rankon Electronics