Yoo Won Kim

5/14 Tues

We were embarrassed to receive the letter from 31st regarding malfunction of the generator that has been implemented at a factory in your company. As of now, clear explanation cannot be provided yet, but we are under strict investigation from our side and the site investigation report will be informed to your company as soon as the report is ready. Meanwhile, a new generator was sent today in order to change it immediately from your company via our technician.

Thank you for your reply. Terminal harbor employees admitted that they are responsible for the damage, thus hoping for peaceful settlement. Would you please check whether if harbor employees are willing to pay compensation to the recipients directly? After we receive their feedback, we will send the bank account for takeover. I will look forward to hearing from you.

Please accept my sincere apology for the inconvenience that you have while using our product. In case of defect, product exchange is offered within guarantee period. Unfortunately, your requested product is temporarily out of stock now. To avoid the same mistake, we will make utmost effort that we can possibly do. Since our subcontractor has been going on a strike for about one month, it would be better for you to look for other contractor.