We were much embarrassed to receive your letter of June 21 saying the generator we installed in your factory is not properly operating. We cannot give you a definite explanation at present, but we are examining this matter seriously and we will report you as soon as the field survey report is ready. In the meantime, we dispatched a new generator today for you to replace immediately by our mechanic.

Thank you for your reply. The terminal dock workers admitted that they are responsible for the damage and they want an amicable settlement. Would you please check whether dock workers are willing to pay compensation directly to the consignee? When we receive their reply, we will send you an accepting bank account. We await your reply.