

Business latter



March 19, Midori Watanabe CEO, Watanabe Exchange, Inc. 742 Hiagshi-Nakano Hachioji, Tokyo 192-03, Japan Dear Sir Midori, Our company has been working with your company Watanabe Exchange for about 10 years. We had been highly satisfied with your services and products. Due to your fine quality of pearls our business has flourished. We are delighted and honored to do business with your company.

However, for the last 6 months there have been some problems with your product and services. Although, you have increased the shipment charges, order is not on time. In general numbers of unsatisfied customers have increased and our business reputation has decreased

We are not satisfied with the quality of pearls as well. The colors of some of the dyed pearls have been de colored. Like blue pearls are too much green and the white pearls are sometimes pure white or cream. The red pearls are too bright.

Bracelet and necklaces clasps are about to break or already broken. Rings are of incorrect size which makes them impossible to sell.

We have been partners for a long time. The relationship between us has been like a family.

This business relationship is very important to us. I feel sad to say that if it continues like that we will be left with no alternative but to end our business relationship. We don't want to end our relationship. But we need assurance that there will be no complaints next time. Kindly look into the matter and resolve it as quickly as possible. It has been a pleasure working with you.

Sincerely,