Bangladesh Textiles Mills Ltd.  
Narayangong, Dhaka

10th Feb. 04

Marketing Manger  
Bexi-Clothes Corner  
South Plaza,  
Dhaka-1215.

**Ref: Your letter dated 5th Feb. 04.**

Dear Sir,

We thank you .for your letter of 5th Feb. 04 along with/ sample of cloth for examination.

The report that we have received just today shows that the consignment forwarded to you was the wrong one full of defective clothes. It was a mistake because of our despatch section and we regret this mistake which has caused you both embarrassment and inconvenience. We have already sent the replacement by passenger train. You can be sure of the quality of cloth now sent.

You can, of course, return the clothes to us and debit our account for the loss caused to you. We again regret the inconvenience to you and assure you that such mistakes will be avoided in future.

Yours faithfully

M. Ashraf  
Sales Manager  
Banagladesh Textile Mills Ltd.