From,

Mr Scott,

Draco Construction Materials,

Houston

To,

Mr Jones,

Site Manager,

HULK Constructions Ltd,

Houston

Dear Mr Jones,

I, Mr Scott, from Draco Construction Materials, am writing this letter to convey you that we are regretful that the order for the constructions materials did not meet the standard which we have maintained during all our consignments during the past. The source of the problem caused is under investigation. However, I assure you that such lapses in the quality of the construction materials shall not take place in the coming future. The construction materials shall be checked and rechecked for confirming the avoidance of such events.

We are regretful and remorseful for all the inconvenience which has resulted for your construction firm for the mistake which had been done on our part. We are hopeful that this event which surfaced due to some unfortunate circumstances shall not cast its effect on the smooth and steady relations which both of us have shared for such a long period of time.

Yours faithfully,

Mr Scott