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29 June 20––

Mr M. Blackburn

Forham Vehicles plc

Lever Estate

Scarborough YO11 3BS

Dear Mr Blackburn

Thank you for your letter of 20 June concerning your order (No. VC 58391), which should have been supplied to you on 3 June.

First, let me apologize for your order not being delivered on the due date and for the problems you have experienced in getting in touch with us. Both are the result of an industrial dispute which has involved our administrative staff and employees on the shop floor, and has held up all production over the past few weeks.

The dispute has now been settled and we are back to normal production. There is a backlog of orders to fill, but we are using associate companies to help us fulfil all outstanding commitments. Your order has been given priority, so we should be able to deliver the dynamos before the end of this week.

May I point out, with respect, that your contract with us has a standard clause stating that delivery dates would be met unless unforeseen circumstances arose, and we think you will agree that an industrial dispute is an exceptional circumstance. However, we understand your problem and will allow you to cancel your contract if it will help you to meet your commitments to your Greek customers. But we will not accept responsibility for any action they may take against you.

Once again let me say how much I regret the inconvenience this delay has caused, and emphasize that it was due to factors we could not have known about when we accepted your delivery dates.

Please let me know if you wish us to complete your order or whether you would prefer to make other arrangements.

I look forward to hearing from you.

Yours sincerely

Rolf Zeitman

Rolf Zeitman

Managing Director