

Manel Julian

De: CJ_北浦真由美_Mayumi Kitaura <m.kitaura@customjapan.biz>
Enviado el: viernes, 18 de octubre de 2019 7:47
Para: Manel Julian
CC: Grazina Stankevic; Josep Fernandez; buyer39
Asunto: Re: Regarding H0FR15ST_10/10/2019
Datos adjuntos: 19019148.Pdf

Dear Manel san

I checked the carton box, but this customer seems to have already destroyed the carton box.
I'm sorry.

This product is not in stock in our warehouse and we ordered on 4th October .
I will send you the invoice for this product.

Best regards
Mayumi

2019年10月17日(木) 20:22 Manel Julian <manel.julian@shad.es>:

Dear Mayumi

Our Quality Department would need a picture of the Box which contained the fitting.

Thank you in advance.

Best regards.

Manel Julian

Export Department



EICMA
5-10 November 2019
Find us in **HALL 11 STAND G46**

www.shad.es



NAD, S.L.
Pol. Ind. Can Magarola
C/. Octave Lecante, 2-6
08100 Mollet del Vallés - Spain
Tel: 0034 935 795 870. Ext. 119

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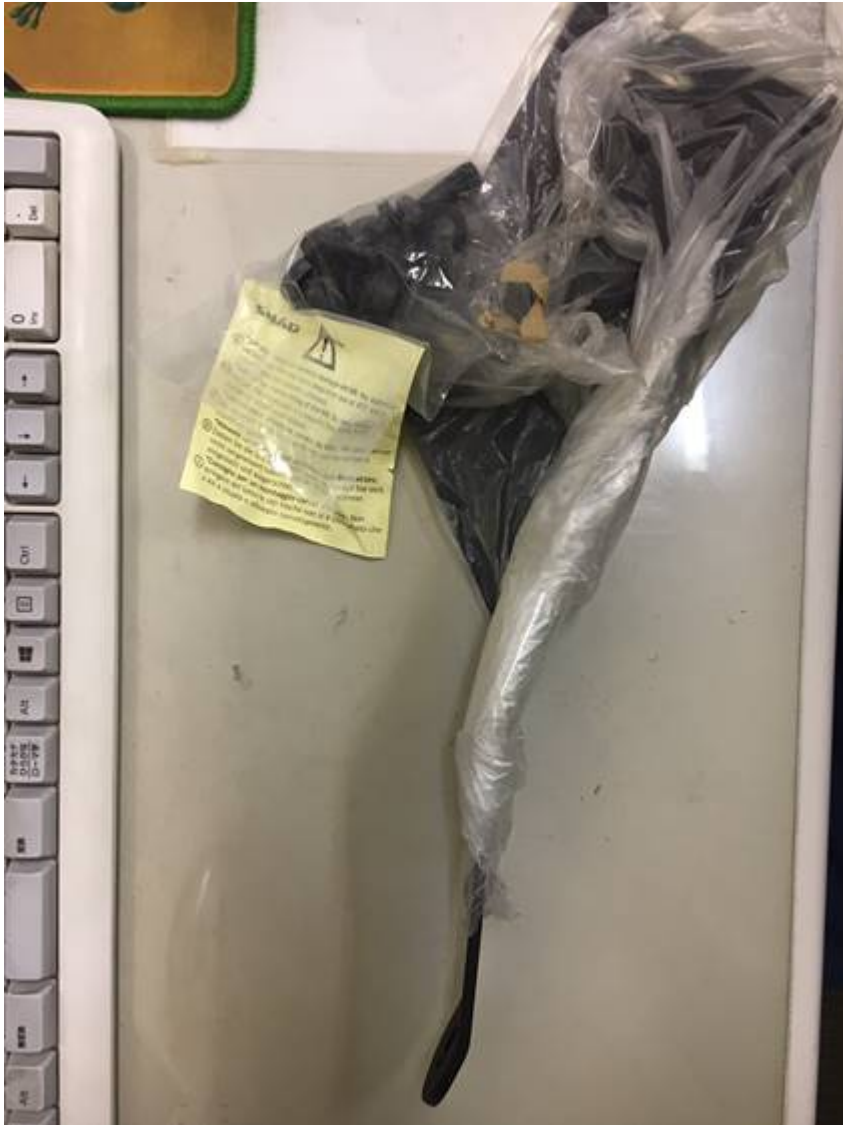
De: CJ_北浦真由美_Mayumi Kitaura <m.kitaura@customjapan.biz>

Enviado el: jueves, 17 de octubre de 2019 4:31

Para: Grazina Stankevici <grazina.stankevic@shad.es>

CC: Manel Julian <manel.julian@shad.es>; Josep Fernandez <josep.fernandez@shad.es>

Asunto: Re: Regarding H0FR15ST_10/10/2019



2019年10月17日(木) 11:30 CJ_北浦真由美_Mayumi Kitaura <m.kitaura@customjapan.biz>:

Dear Grazina san

I attached the photo of this product. Could you please confirm it?
The control number seems to have been lost by this customer. I'm sorry.

Best regards

Mayumi

2019年10月10日(木) 20:31 Grazina Stankevic <grazina.stankevic@shad.es>:

Dear Mayumi san,

Shipment is arranged today by Courier, pls find PI and invoice (there was pending to ship a reflector from previous claim, so added into same package).

As claim for defective one H0FR15ST is not accepted yet, so will send you credit note after acceptance.

Best regards

De: Grazina Stankevic

Enviado el: jueves, 10 de octubre de 2019 9:16

Para: CJ_北浦真由美_Mayumi Kitauro <m.kitaura@customjapan.biz>; Manel Julian <manel.julian@shad.es>

CC: Josep Fernandez <josep.fernandez@shad.es>; buyer39 <buyer39@customjapan.jp>

Asunto: RE: Regarding H0FR15ST_10/10/2019

Dear Mayumi san,

New fitting kit Will be sent today by courier.

In meantime will process quality claim with Quality dpt and will credit you defective one.

Sorry for inconveniences.

Best regards

De: CJ_北浦真由美_Mayumi Kitauro <m.kitaura@customjapan.biz>

Enviado el: jueves, 10 de octubre de 2019 7:27

Para: Manel Julian <manel.julian@shad.es>

CC: Grazina Stankevic <grazina.stankevic@shad.es>; Josep Fernandez <josep.fernandez@shad.es>; buyer39 <buyer39@customjapan.jp>

Asunto: Regarding H0FR15ST_10/10/2019

Dear Manel san

We have just received one claim from our customer about H0FR15ST.

This H0FR15ST shipped on October 4 was a defective product.

When the customer opened the box, there was only one side of the fitting kit.

Could you please find the attached documents?

And could you please arrange this products as soon as possible?

Best regards

Mayumi



----- Forwarded message -----

From: CJ_北浦真由美_Mayumi Kitauro <m.kitauro@customjapan.biz>

Date: 2019年10月10日(木) 14:21

Subject: 1901010 PO(Air Freight) CJ-033

To: Manel Julian <manel.julian@shad.es>

Cc: Grazina Stankevic <grazinas.nadsa@shad.es>, Josep Fernandez <josepfm.nadsa@shad.es>, buyer39 <buyer39@customjapan.jp>

Dear Manel san

Would you please arrange an air shipment of the following item and provide us
the documents of the air shipment?

And Could you arrange this as soon as possible because

H0FR15ST shipped on October 4 was a defective product.

Ref #	Description	Qty
H0FR15ST (10645666)	トップマスターフィッティングキット HONDA フォルツァ125(15-19	1

Best regards

Mayumi

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乗り物大好きカンパニー 株式会社カスタムジャパン

-----◆ Custom Japan Co.,Ltd. ◆-----

経営管理/海外商品販売・企画部門

海外調達計画

北浦 真由美(Mayumi Kitaura)

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[Tel] +81-6-6634-1739 (Main)

[Fax] +81-6-6634-8239

QQ : 2902500341

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Address : 9-5 Minamikamikosaka,HigashiOsaka,OSAKA JAPAN 577-0814

□LOGISTICS CENTER 2

Address : 15 Minamikinomoto,Yao,OSAKA JAPAN 581-0042

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