Sincerely		
I would appreciate having this taken care of before the holidays when I plan to use the set.		
It arrived today, but six of the plates were broken in shipment.		
Nancy Jane		
Dear Mr. J. Duarte		
Looking forward to hearing from you soon.		
Should I send them back or will you just replace them?		
It appears that they were not packed carefully enough.		
To: duarte@gmail.com From: jane@gmail.com Subj: Problem of order #SL2837Z Date: December 8, 20XX		
I am writing with reference to the problem of the order number SL2837Z.		
I order a set of dishes from your website.		

LIVEWORKSHEETS