

From: Neil Corke concierge@falkcoppercookware.com
Betreff: [#OJX-216-74881]: Your Falk Culinair Order (201222)
Datum: 13. November 2017 um 11:20
An: patzina@gmx.de



Dear Dr Patzina,

I am writing to confirm that we have received your letter dated 6th November and the items from the original order.

We will despatch the Signature Range equivalents, and 16cm saucier pan, later today and send you the DPD tracking link.

Deliveries to Germany typically take two working days and you should receive this on Wednesday.

Please don't hesitate to contact me if I can be of any further help with regard to this or any other matter, and thank you again for your custom.

Kind regards,

Neil Corke
Operations Director

Falk Culinair Order No. 201222
Invoice No. W-201222

Dear Dr Patzina,

Thank you for the delivery of the pre-ordered items.

The food item was indeed to be a surprise for me, but I'm really so very happy with my decision to buy Falk Copperware, that (as a result of my previous trading of some companies that had made some time ago) I have bought the "correct" choice. I have the delivery notes for your order and look of the Signature Range.

So I would like to exchange the 16cm saucier pan and the 16cm saucier pan for the 16cm Signature Range. As I understand it, your company has a 16cm Signature Range, so I would like the 16cm saucier pan.

Thank you very much for your help.

Yours sincerely,

Dr. Peter Patzina

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UNITED KINGDOM

16.11.2017

Falk Culinair Order No. 201222
Invoice No. W-201222

Dear Sir or Madam,

thank you for the delivery of the ordered items.

The Cookware was meant to be a surprise for my wife. She really is very happy with my decision for Falk Copperware, but (as a result of my misunderstanding of some comments she has made some time ago) I have bought the Classical Range, whereas she definitely prefers the more modern look of the Signature Range.

So I would like to exchange the Classical Pans and Lids against the corresponding items of the Signature Range. As I understand on your website, you do not have a 16 cm Signature Casserole, so I would take the 16 cm Saucier Pan instead.

Thank you very much for your help.

Best regards

Dr. Peter Patzina