

**Habibur Rahman**

"Need Replacement DO"

**From:** Md. Moshir Rahman <moshiur@cross-world.com>  
**Sent:** Monday, October 01, 2018 5:46 PM  
**To:** harunor@cross-world.com  
**Cc:** habib@cross-world.com; zia@cross-world.com; sayeful@cross-world.com; 'Sabbir'; alam@cross-world.com  
**Subject:** FW: Epic DG  
**Attachments:** Cross World.jpg

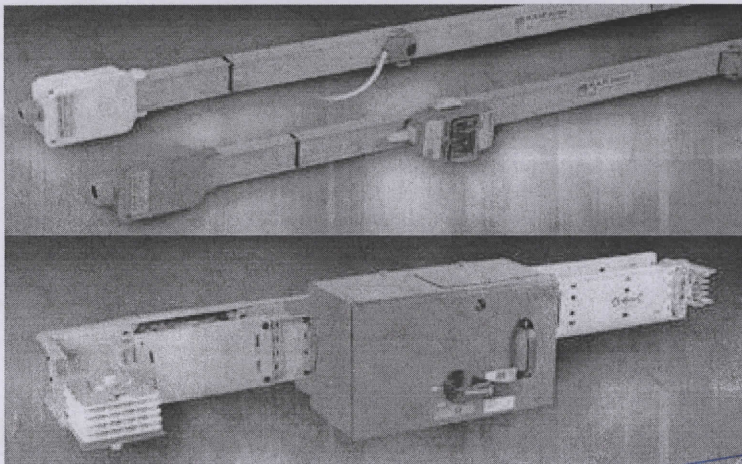
Dear sir,

To maintain our future business relation with the client like (Epic properties), we should consume the warranty claim if it is not honored by the principal. It will help us to have the more business in future from EPIC group.

Requesting to all concern for allowing the above claim.

Best Regards,

**Md. Moshir Rahman | CROSS WORLD POWER LIMITED | AGM, Sales | House # 1/B, Road # 90, Gulshan - 2, Dhaka 1212, Bangladesh | phone : +880 2 5881 1858, 989 1442 | fax: +880 2 5881 6205 | mobile : 0175 5514703 | web: [www.cross-world.com](http://www.cross-world.com)**



We will replace 30KVA gen-set with their existing broken down 30KVA gen-set. Also, we will take 150 KVA as backup support gen-set from their site. As this Epic is one of the most promising clients. So

to continue our future business, we have to compensate the value as we failed to give the warranty. After that we will try to manage client to share some amount from the new DG.

**From:** Mohammad Nurul Alam [mailto:[alam@cross-world.com](mailto:alam@cross-world.com)]  
**Sent:** Sunday, September 30, 2018 12:45 PM  
**To:** [moshiur@cross-world.com](mailto:moshiur@cross-world.com)  
**Cc:** [sabbir@cross-world.com](mailto:sabbir@cross-world.com)  
**Subject:** Epic DG

FYKI..

Best Regards

*[Handwritten signatures and dates]*  
02/10/18  
02/10/18  
(Mr. Sabbir Ahmed)  
Rashed  
2/10/18





Stay in Style.

EPL/CW/Generator / Complain-18-1

Date : 23-07-2018

Iftekhar Karim  
CEO,  
Cross World Power Ltd.  
Gulshan-2, Dhaka-1212.

Sub : **Due to Engine Seized with in warranty request for Replace.**

Ref : Your Offer No. CWPL-AM/2055/17F,

Dated : 30-07-2017.

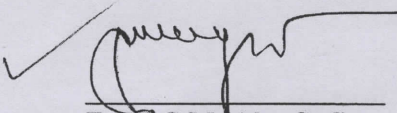
Dear ,

We are doing business with you continuously for the last 10 years with 35 nos diesel Generator. We appreciate you after sales service. But unfortunately it is a matter of regret that we are falling major difficulties one of your delivered among 6 (six) nos generator. The Generator rated capacity 80 KVA. which is used at House # 20, Road # 2 , Nasirabad Housing Society. we have communicated with your Chottogram office to solve this problem immediately.

But still now, they are unable to solve this problem . The actual fact is known to your local office So, You are requested to replace this generator as early as possible & dissolve this issue positively .

We hope your co-operation always with us for continue better business in future.

Thanking you

  
Engr. S.M. Abu Sufian  
Managing Director,  
Epic properties Ltd , Ctg.

Copy to :

1. CEO-2, Crooss World,
- 2.. Executive , Sales &Marketing,Cross-world, Ctg.

From: Mohammad Nurul Alam [mailto:mdnurulalam@gmail.com]

Sent: Sunday, September 30, 2018 12:45 PM

To: mdnurulalam@gmail.com

Cc: epicpl@gmail.com

Subject: Epic DG

**EPIC PROPERTIES LTD.** EPIC EMDAD HEIGHTS, 38 Chatteshwari Circle, Chittagong  
Phone : 2864801-5, Fax : 2864800, e-mail : sales@epicpl.com, www.epicpl.com  
House # 284, Road 19/C, New DOHS, Mohakhali, Dhaka Tel : (02) 8872704-5