

Business Complaint Letter to Supplier

John Smith

Operations Manager
ABC Manufacturing Co.
123 Industrial Road
Cityville, State 12345
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(555) 123-4567
August 8, 2024

Jane Doe

Customer Service Manager
XYZ Supplies Inc.
456 Supply Lane
Townsville, State 67890

Dear Ms. Doe,

Subject: Formal Complaint Regarding Recent Order #7890

I hope this letter finds you well. I am writing to formally lodge a complaint regarding our recent order #7890 placed on July 15, 2024. Unfortunately, we have encountered several issues that require your immediate attention and resolution.

Firstly, we experienced significant delays in receiving the shipment. The delivery was scheduled for July 22, 2024, but we only received the goods on July 30, 2024. This delay has caused considerable disruption to our operations and has negatively impacted our business.

Upon inspecting the delivered items, we discovered that several products were damaged and unusable. Specifically, 10 units of Product A were cracked, and 5 units of Product B had missing parts. This is unacceptable, as it not only affects our inventory but also our ability to meet our customers' needs.

Additionally, we found discrepancies in the quantity of items delivered. We ordered 100 units of Product C, but only 85 units were included in the shipment. This shortage has further compounded our operational difficulties.

We have always valued our business relationship with your company and have come to expect a high standard of service and product quality. However, the issues outlined above have raised serious concerns regarding your quality control and logistics processes.

To resolve this matter, we request the following actions:

1. Immediate replacement of the damaged items at no additional cost to us.
2. Prompt delivery of the missing items from our order.
3. Assurance that future orders will be delivered on time and in good condition.

We expect to receive a response to this complaint within 7 business days and hope that these issues can be resolved swiftly and satisfactorily. Please contact me directly at (555) 123-4567 or john.smith@abcmfgco.com to discuss how we can move forward.

Thank you for your immediate attention to this matter. We look forward to your prompt response and to resolving these issues amicably.

Yours sincerely,

John Smith

Operations Manager

ABC Manufacturing Co.