

[Print on reverse side] [insert Address]

<<Contact Name>>
<<Trading/Company Name>>
<<Address>>
<<Address>>
<<Post Code>>

<<Date>>

Dear <<Name of Contact>>,

Re: <<Order No.>>

In respect of the above order we have received from you which are defective in the following manner:

Goods Description	Quantity	Defect(s)	Value
<< >>	<< >>		<< >>

[A copy of the original order is enclosed]

We shall accept these defective/damaged goods on the condition that the price for the order is reduced by the sum of £<< >> (exclusive of VAT)

[In acceptance of this offer please insert the reference number of your invoice no.(s) << >>.]

If this suggested price reduction is unacceptable, please advise us that you collect the goods immediately. We undertake to be responsible for the goods while they are in our possession for a maximum of 14 days from the date of this letter.

Yours sincerely

<<Name>>
<<Title>>
For and on behalf of <<Company Name>>