

[Print on

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 identified goods which fail to match the ordered specification in the following manner:

Goods Description	Quantity	Specification Error(s)	Value
<< >>	<< >>		<< >>

[A copy of the original order is enclosed]

We shall accept these goods on the condition that the price for the order is reduced by the sum of £<< >> (excluding VAT).

for the order is reduced by the sum

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

of your invoice no.(s) << >>.]

If this suggested price reduction is unacceptable, we request that you collect the goods immediately. We undertake to be responsible for the goods from the date of this letter.

that you collect the goods
storing for a maximum of 14 days

Yours sincerely

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

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