

Formal Letters

- 1 > Business
- 2 > Official
- 3 > Social
- 4 > Circulars
- 5 > Employment

} formality
precise
short

Business Letters

- making an enquiry
- replying to an enquiry
- making a complaint related to any product/
service.
- placing / cancelling orders
- getting information regarding order placed.

v ... the

You manage the supply of books in the school library. Write a letter for placing order for the books to the Vikas Publishing House Ltd.

Delhi Public School,
Sector 2, Pream Road,
New Delhi - 110022.

8th June 2023

To
Vikas Publishing House Ltd.
Taraqumy, Delhi
New Delhi - 110002.

Subject - Placing order for books required
in the school library.

Respected Sir / Madam,
I am writing to place an order for the

I would like to place an order for the following books,

- 1) English Grammar - Class 10th - 20 copies
- 2) English Grammar - Class 12th - 30 copies
- 3) Higher school Mathematics - Class 11th - 10 copies
- 4) Junior School Mathematics - Class 4 - 20 copies.

Kindly ensure that the books are of the latest edition and in proper state. It is a request to deliver these books latest by 25th June 2023. and bills shall be cleared at the time of delivery. Please offer a suitable discount on the purchase.

Thanking you,
Yours faithfully.
D. S. S.

Yours faithfully.
Rajiv
Library Manager.

Complaint Letters

- 1) Incomplete / Defective Order
- 2) Delay in sending the consignment
- 3) Goods arrived in a damaged position
- 4) Goods are different from what they were ordered
- 5) Quantity of goods is not what was ordered.
- 6) Goods delivered to wrong address.
- 7) Work undertaken was not done properly
- 8) Misbehaviour of staff / salesperson
- 9) Mistake in preparing the invoice
- 10) Defective packaging

- 10) Defective packaging
- 11) Mistakes in the bill
- 12) Rash driving by the DTDC drivers

Write a letter to M/s Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Varun Joshi, Sector 2, Chandigarh.

Prakriti Hall,
Sector 2,
Chandigarh - _____

[Date: - . -]

To
M/s Oxford Publishing House,
Consumer Complaint Division,
London - _____

Subject - Complaint regarding receipt of wrong set of books.

Respected Sir/Madam,

On 1st June, 2023, I bought a set of books [Order No. 600254] which was delivered to Chandigarh, Sector 2. To my dismay, I have not received the set which I ordered for, and instead have received the wrong book set.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward to an answer within the next ten days. In case, if I don't get any feedback, I would be seeking help from consumer protection agency

seeking help^u from consumer protection agency
or the Better Business Bureau. My contact number -

Thanking you,
Yours sincerely,
[Name]

Enclosure - Copy of the receipt
and all other transaction documents.

Circular

E.g. - 'The Electronic World'

Address - _____

Dear Customers,

We have come to your City on [Date]

at [place]. Do you want to

come to your home? [Talk a little bit about

the company's history max. 2 lines]. The Electronic
World has anything and everything related to

World has anything and everything related to electronic domestic appliances. Winning hearts with our products from north to south, east to west, finally we have come to mesmerize you all. We have opened an outlet at _____

_____, landmark _____. [Mention the names of the products being sold]. [Facilities like EMI, credit services, warranties, guarantees.] We would be glad to see you over here.

Yours cordially,
S. Khanna
Marketing Manager
The Electronic World.
