**8. Complaint concerning a delivery**

Faircastle fancy Goods LTD

30 Kermit Alley

NEWPORT Gwent NP9 INH

Tel: 01633 281319 Fax: 01633 272581

27 October 2016

Mr J. Hayden

General Manager

British Stationery

16 Crayfish Street

LONDON EC2V 7PR

Dear Mr Hayden

Our order n° 5678 for Christmas table stationery has arrived in good condition and in time for us to prepare our Christmas show.

We were, however, very surprised to discover, with no explanation from you, that the Yuletide boxes ordered were missing.

We presume that this is an error on your part and that you will be able to put things right very quickly- in time for our Christmas show on August 5.

Looking forward to a rapid reply and delivery of the missing goods.

Yours sincerely

Brian Middleton

Sales Manager  
  
 **Other expressions**  
  
A) Acknowledge receipt or remind the order hasn’t arrived.

The consignment we ordered on November 2 has finally arrived.

Our order n° 2789 which was due on November 5 has not arrived yet.   
We wish to remind you our order n° 5678 is long overdue and we wish to lodge a complaint.

B) Mention faults, delays, missing items or damaged goods

However, we must point out that this shipment should have been delivered on May 15.   
However, part of this consignment has been damaged and we are sending it back to you immediately for replacement.   
You have sent us 50 bales of paper instead of 70.   
The quality of these items is not up to standard. Therefore we cannot accept this consignment.

C) Ask for an explanation and a solution  
We expect an explanation for the delay from you within three days.

We trust you will exchange these articles and grant as a discount for any inconvenience caused.   
We are waiting for an explanation and an apology for the delay.

D) Insist on sorting out the issue rapidly

Should you not put this matter right with all speed, we shall be forced to sue you for damages.

We are counting on you to find a rapid solution to this problem.   
Looking forward to hearing from you and to receiving a replacement for the damage to goods within three days.

**Vocabulary**

stationery= papier, articles de bureau

in time= à temps

a show= une exposition

however= cependant

Yuletide= Noel

to put things right= arrnger les choses

an agreement= un accord

duly= dûment, comme prévu

defective, faulty= défectueux

a hidden defect= un vice caché

to hold up= retarder, bloquer

to meet the delivery date= honorer la date de livraison

outstanding= non réglé, en suspens

overdue= en retard

to refund= rembourser

a safety standard= une norme de sécurité

substandard= de qualité inférieure

warehousing expenses= frais d’entreposage