



2) Yours Sincerely  
If you know the name of the person, end the letter this way.

3) Your signature  
Sign your name, then print it underneath the signature. If you think the person you are writing to might not know whether you are male or female, put your title in brackets after your name.

### Placing an order

Color World  
15; New Market, Dhaka-1200

1st September 2012

Manager, Sales Division  
National Paints Co. Ltd.  
20, Tongi, Gajipur.

#### Sub: Order for various paints.

Dear Sir,

Thank you for your quotation and the price list. We are glad to place our first order with you for the following items:

SL. No:	Description	Quantity	Weight	Unit price	Amount (Tk.)
1	Enamels paint	25 Tins	100 lbs	1000	25.000
2	Synthetic paint	20 Tins	200 lbs	2000	40.000
3	White paint	10 Tins	10 lbs	500	5.000 70,000

Since the above goods are required immediately as our stock is about to exhaust very soon. We request you to send the goods through your "Motor" van as the carriage inward is supposed to be borne by you.

We shall arrange payment within ten (10) days to comply with 5/10, Net 30 terms. Please send all commercial and financial documents along, with goods. We reserve the right to reject the goods if received late.

Yours faithfully,

Mohammed  
Purchase  
Color world

1  
Manager,

### **Complaint letter**

Sample 1:

Goods were assured to be delivered within two (2) weeks of placing the order. But you have not yet received the goods, write a letter to your supplier, pointing out the delay and specifying a date by which you wish to get the goods. (Delay in the Execution of the order)

**VISION**  
Electron Plaza, Dhaka

**CORNER**

September 20, 2004

General  
Sales  
Rankon  
Bijoy Sharbni, Dhaka-1100

Manager  
Division  
Electronics

**Ref: Delay in the Execution of the order.**

Dear Sir,

On 25th August, 2004, we placed our order No: H-15 with you for ten (10) Sony TV and five (5) national DVD Players. When your representative visited us, he assured the delivery to be made within two weeks but we haven't yet received the goods.'

As the delivery has been delayed, we have lost our customers and caused us a great financial loss as well as a loss of considerable goodwill to us.

Please promptly dispatch the goods ensuring that we receive them not later than Monday, September 25, 04.

Yours faithfully

TV  
Sales  
VISION CORNER

A.

Taslim  
Manager

**Sample 2:**

Suppose you have received 1,000 cartoons of tube lights but 100 cartoons of them are damaged. Write a complaint letter to the supplier stating the fact and ask for quick replacement. (Goods received in a damaged condition)

**TRANS-WORLD**  
Mohakhali C/A, Dhaka-1212

**LIGHTING**

5th March, 04

Manager  
Sales & Service Division LIGHTING WORLD LTD.  
Tongi, Gazipur,

**Sub: Complaint for Goods received in a damaged condition**

Dear Sir,

Many thanks for your prompt delivery of the ordered Tube lights. Unfortunately, on opening the cartoon, we found 100 cartoons of Tube lights in a damaged condition. We are not sure whether the damage has been caused by poor handling or wrong packing.



Relying, as we did in the past on the high quality of clothes you normally send us, we supplied the clothes to our customers. But we have received various complaints regarding such clothes.

On an examination, we find that the cloth is too loosely woven and tends to pull out of shape. We have enclosed a few pieces which will confirm that their texture is definitely defective.

As we shall have to take back the cloth supplied to our customer, we expect you to send us the right quality of cloth and make good the loss suffered by us.

Yours faithfully

SHAKER  
Marketing  
Bexi-Clothes Corner

KHAN  
Manager