**#1**

I am writing to express my deep disappointment with the recent shipment of products we received from your company. It is with regret that I must bring to your attention the poor quality of the items we ordered.

Upon inspection, we discovered that a significant portion of the products did not meet the standards that were specified in our purchase agreement. These quality issues have led to a major inconvenience in our operations. At the same time, the incident has also compromised the trust we had in your company's products.

I kindly request that you address this matter promptly. We require a replacement or a full refund for the defective products. We also hope that such issues will not arise in future shipments.

We value our business relationship and hope to resolve this matter amicably. Your prompt attention to this issue will be greatly appreciated.

Please provide a response at your earliest convenience. You can reach us at the provided phone number or email address.

**#2**

This is with reference to consignment number XXXXXX that was delivered to us yesterday, 25th May. We are extremely disappointed with the quality of fabric. The silk is too flimsy and the colors look faded.

It deeply troubles us that despite our payment for premium quality items, we received sub-standard stuff that is certainly not suitable for the standards our boutique upholds. This was our first ever purchase from you and, regretfully, we have had an awful experience.

Our operations have been halted since we cannot use this low-quality material for our products. We, therefore, urgently request that you address the issue as your first priority.

We expect to hear from your representative soon.