Date

Name

Address

Dear Mr. Smith,

This debit note letter is in reference to the order [X] from your company received on 30th December 2019. Among the 30 chairs we received, 5 of them were broken (from different parts), which we want to return and get a refund.

We have recently signed a contract with you for purchasing office furniture from your company, ABC Limited. As the first order that you delivered was excellent, we did not consider the need to precheck the second order. However, we are extremely disappointed with the delivery of broken chairs. We had to set our office for new hires, which would be delayed now due to your fault.

As one chair cost us $95, the total cost of chairs that needs to be refunded would be $475. Along with that, we claim $100 for the transport cost we incurred for returning those faulty chairs. Therefore, you have to pay us $575 in total, and as per your compensation policy, we expect the refund within 14 days of receiving of your faulty chairs. As per our phone conversation, you have already received the chairs, so we are counting the 14 days from today, i.e. 5th January 2020.

We expect that you would do the processing soon and refund our money as well as ensure quality and standard in the next orders.

Regards,

Steven John.