Date:

To

[The Recipient]  
[Business Name]

This debit note is written with reference to order no X placed on 20th October 20xx and received on 23rd October 20xx. The order of some office furniture was placed including 3 sofa sets, 5 center tables, and 20 chairs. The payment was to be made after the delivery.

It is regretfully informed that the order received is faulty and damaged. Instead of 3 only two sofas are delivered and out of 20, 4 chairs are broken from the arm. The fault was in the make or probably it happened because of the negligence in delivery, we could not decipher. Since the payment was not made prior to the delivery hence I am not claiming to refund it. However, the total amount of the bill was X $ but now only x $ are payable.

Also, it is requested to get the third sofa set delivered so I may release the amount of all other products too. We are throwing a successful business party on 31st October 20xx. The furniture is to be used at the party so I request you to please send it before 31st October 20xx. The pictures of the broken items are attached with this note for your convenience.

I am sending back the 4 damaged chairs with your delivery boys. We are your regular customer. We always order our office furniture from you. All the deliveries are excellent and on time. Also, we never faced such an issue in past with our previous business dealings. Hopefully, we will not face it in the future also.

I expect you would look into the matter really soon and maintain a quality standard for the next orders. Many thanks.

Regards,

[Your Name]  
[Business Name]