



## BUSINESS ENGLISH: *Commercial Correspondence*

### OPENING

- Dear Sirs, Dear Sir/Madam,
- Dear Mrs, Dear Ms, Dear Miss, Dear Mr,
- To whom it may concern,

### REQUEST FOR INFORMATION

- Would you please let us have your catalogue and price list, together with details of discounts?
- We would be pleased to receive a quote for ....
- We would be grateful if you could inform us about your delivery and payment terms.
- We would be pleased if you could kindly send us your sales terms.
- We would be grateful if you could send us a quotation and let us know your earliest possible delivery times.
- Please let us know whether you could guarantee extra discount for large orders.
- Could you kindly let us know if you could guarantee delivery within .... ?
- Please send us the following documents: bill of loading, certificate of origin and invoice.

### GIVING INFORMATION

- We are pleased to inform you ....
- We take pleasure in announcing ....
- We would advise you to place an order at early date, as supplies are limited.
- To place your order, simply fill in the form attached.

### OFFER

- Hereby attached our offer.
- We trust our offer can meet your requirements.

### QUOTATION

- As requested, we are sending you our best quotation.
- We feel confident that you will find our prices to your satisfaction.

### SALES TERMS

- An additional discount of .... % is available on orders of more than .... pieces.
- We can give a special discount of .... % on all orders received before ....
- We require payment at 30 days by bank transfer on receipt of invoice.
- Payment will be effected at 30 days after delivery.

### ORDERS

- We refer to your quotation no. .... dated .... and request you to supply us with the following: ....
- We are pleased to send you a trial order.
- We would like to place an order for ....
- Please send us: ...
- Would you please forward us the goods as stated on the order form attached.
- Please arrange to have the goods packed and marked as per our instructions on the order form.



## ACKNOWLEDGE ORDERS / CONFIRMATION OF ORDERS

- We are pleased to receive your order.
- We would like to thank you for your order.
- We are writing with reference to your order ....
- As per your order, we are pleased to supply the items requested.
- We would like to confirm that we will supply the products you require.
- We would like to confirm that your order will be processed straightaway.

## MODIFICATION OF ORDERS

- We would like to reduce our order for the item ....
- Unfortunately, we now have to ask you to temporarily cancel the order ...
- Unfortunately, we are obliged to cancel the order no. ... due to unforeseen circumstances.
- We regret to inform you that we are forced to reduce the quantity of the goods ordered.
- Could you please supply .... extra/additional items, same size and colour?
- Please supply .... instead of the quantity previously ordered.

## ASSURE CAREFUL EXECUTION OF THE ORDER

- We assure you we will carefully execute your order and hope you will find our goods to your complete satisfaction.
- We assure you that we will carry out your order with our precision and care.
- We hope our goods will fulfil your expectations.

## PROFORMA INVOICE

- We are enclosing a proforma invoice for the total amount of the order and we would be grateful if you would arrange for it to be paid by bank transfer as soon as possible.
- A proforma invoice will be issued and has to be settled before we can dispatch the goods.
- Please forward payment through our bank .... as soon as possible so we may proceed with immediate shipment.

## DELAYS

- Unfortunately, it is not possible for us to deliver the goods you have requested by your deadline.
- Unfortunately, we are unable to deliver the goods by the date stated on your order.
- Unfortunately there is going to be a substantial delay in the delivery of your order.
- We regret having to inform you that we are unable to supply you with the items you ordered.
- Regretfully, we will be unable to execute your order.
- Unfortunately, the ..... you require is no longer available.
- Due to unforeseen demand for some of our products, our warehouse is experiencing long delays in dispatching goods to our customers at the moment.
- It is with regret that we have to inform you that our order has not yet arrived, despite our insistence on delivery within the terms agreed.

## COMPLAINTS

- Unfortunately, the quality of the order we received from you is very bad.



- After unpacking the palettes, we noticed the goods were wrong.
- We regret to inform you that the goods received are damaged.
- Unfortunately, the goods arrived .... later than expected.
- Please note that we are still awaiting the arrival of goods dispatched .... .
- On examining the goods, we saw that .... items were missing/in excess.
- We were disappointed to find that the goods are defective.
- We are sorry to inform you that the goods received don't conform to the standard of the pattern upon which we based our order.

## REMINDER

- We regret to inform you that your account is still overdue.
- We look forward to receiving the amount due asap.
- Unless you arrange for settlement by the end of the month, we shall have to take legal steps.
- We regret to have to remind you that we have still not received payment for invoice no. .... .
- We would be glad if you would kindly arrange for immediate payment of the balance.
- We are compelled to take legal steps to recover the amount which is overdue.
- It is with regret that we are forced again to remind you the payment of order no. .... .
- Please arrange for the remittance of the amount due within .... .
- Unless we receive full payment by .... , we will seek legal action.
- If payment is not made within .... , we shall instruct our solicitors to recover the amount outstanding.
- We hope to receive payment by .... and hope that this oversight does not mar our business relations.

## APOLOGISE

- We sincerely apologise for this delay and trust you will accept it is due to factors beyond our control.
- Please accept our apologies and deep regret for any inconvenience caused.
- Please accept our deepest apologies for any inconvenience caused.
- We hope that this misunderstanding will not affect our future business relationship with you.
- We apologize for the inconvenience caused which is due to circumstances beyond our control.
- We hope that this amendment will not cause your company too much inconvenience.

## REFERENCE TO ENCLOSURES

- We enclose our illustrated catalogue with technical details of our products.
- The enclosed catalogue shows illustrations of our latest lines.
- Our price list, which also shows details of our conditions of trading, is enclosed.
- You will find a list of all our products in our enclosed catalogue.
- Please find enclosed our latest catalogue as well as our price list.
- Please find enclosed our pattern book and terms of sales.
- Please find attached our revised price list and some information leaflets about our special offer for the new year.

## CONCLUSION

- We would appreciate a prompt reply.
- Please reply to our request as soon as possible.



- We look forward to receiving your confirmation.
- We are at your disposal for any further information should you require.
- Should you have any further enquiry, do not hesitate to contact us.
- If you require further details, please do not hesitate to contact us.
- Please do not hesitate to get in touch if you require any further information.
- For further information please contact our sales department.
- We look forward to hearing from you.
- Hope to hear from you soon.

## COMPLIMENTARY CLOSE

- Yours faithfully
- Yours sincerely
- Kind Regards
- Best Regards
- All the best