

CCS Insights: Letter - Rejection Of Order For Defective/Damaged Goods

Feel the CCS & Co Difference

[Print on Company's Letterhead or insert Address]

<<Contact Name>>

<<Trading/Company Name>>

<<Address>>

<<Date>>

Dear <<Name of Contact>>,

Re. Order <<No.>>

In respect of the above order we have received goods from you which are damaged/defective in the following manner:

Goods Description	Quantity	Damage/Defect(s)	Value
<< >>	<< >>	<< >>	<< >>
		Total:	

[A copy of the original order is enclosed herewith.]

These goods have been paid by our cheque no. <<1234>>, dated <<dd.mm.yyyy>> in the amount of RM<<XX>> inclusive of SST.

By this notice, we reject the delivery of these damaged/defective goods and request reimbursement and a credit note for the full value. Unless we receive a refund of our money within 10 days of the date of this letter, we will take immediate legal action for its recovery.

[By this notice, we reject the delivery of these goods and request a credit note for the full value.]

Please further advise us as to your wishes for the return of the rejected goods at your expense. Unless we receive instructions for their return within 10 days of this letter, we accept no responsibility for their safe storage. Please be advised that we reserve all our legal rights.

Thank you for your immediate attention to this matter.

Yours sincerely,

<<Name & Title>>

For and on behalf of <<Company Name>>

For further consultation, please contact:

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