

# CCS Insights: Letters Responding to Complaints - Return of Goods - Requesting Acceptance Of Delivery

*Feel the CCS & Co Difference*

[Print on Company's Letterhead]

<<Date>>

<<Contact Name>>

<<Trading/Company Name of your Customer>>

<<Address>>

Dear <<Name of Contact>>,

**Re: Your Order No.(s) << >> and Our Invoice No.(s) << >>**

Reference is made to your order dated <<dd.mm.yyyy>>, a copy of which is enclosed.

We delivered the goods in accordance with the agreed terms but you have refused to accept them. We now consider the purchase contract to have been wrongfully breached by you.

Accordingly, we shall not attempt further delivery and shall hold you liable for all damages arising from your failure to fulfil your obligations under the order.

Should you wish to rectify the situation by now accepting delivery you must call us immediately and we shall arrange re-delivery at your expense.

Please contact us immediately should you have any questions on this matter.

Yours sincerely,

<<Name & Title>>

For and on behalf of <<Company Name>>

**For further consultation, please  
contact:**

**Chin Chee Seng**

Partner  
+6012 365 4331  
cschin@ccs-co.com

**Jared Low**

Assurance Manager  
+6018 763 4813  
jared@ccs-co.com

**Wong Woei Teng**

Audit Manager  
+6017 237 8233  
woeiteng@ccs-co.com

**Vivian Lim**

HR Manager  
+6012 618 6220  
vivian@ccs-co.com

**Yap Huey Shan**

Assistant Audit Manager  
+6012 369 7222  
hueyshan@ccs-co.com

**CCS & Co**

© 2020 CCS. All rights reserved. Not for further distribution without the permission of CCS & Co. "CCS" refers to the network of member firms of CCS & Co. The information contained in the slides represents the views of CCS and does not constitute the provision of professional advice of any kind. The information contained in the slides is based on our interpretation of existing legislation as at the published date. While CCS makes reasonable efforts to provide information which we believe to be reliable, we make no representations or warranties that the information provided is complete, accurate, up to date or non-misleading. The information provided herein should not be used as a substitute for consultation with professional advisers. Before making any decision or taking any action, you should consult a professional adviser who has been provided with all the pertinent facts relevant to your particular situation. No responsibility for loss occasioned to any person action or refraining from action as a result from using the information in the slides can be accepted by CCS.