

E-mails to different type of readers

Sociology



And here is where I will need your huge help, as always. The fifteen university libraries have agreed to place their orders a month prior to the delivery date. This is for them to fully ascertain the number and specification of bookshelves required for their new acquisitions. Thus, I will only be able to put the additional orders a month before they are delivered to the libraries. I will be forwarding them to you as soon as the customer places their orders to give you time to source your inputs and manufacture. For purposes of quality control, however, I would like the bookshelves to be delivered in our warehouse 25 days after they are ordered. I hope that you can bear with this change.

I sincerely appreciate the mutually beneficial partnership your company has with Custom Furniture. The first year of our partnership has gone well without any problems. Thus, I was surprised to receive a complaint from our warehouse manager regarding Order Number 15647 which was delivered two days ago. The desks delivered did not comply with the specifications spelled out in the order form sent to you last month.

Due to this, Custom Furniture wishes to return these desks to you and we require a replacement as soon as possible. We have already informed the customer about the delay and they are only willing to wait in within a week for the desks to be delivered. Thus, we want to receive the order after six days at the latest. Our company also wants the 20% discount on the order price as stipulated in our memorandum of agreement in cases of non-compliance with the specification.

I hope that this matter can be sorted out as soon as possible. I will be waiting for a response from you. Thanks.