

## **Acceptance of a Defective Order Received**

If you receive ordered goods that are damaged you should notify the supplier. If the items are still of value and you can use them ask for a discount from the total price. If the supplier accepts this discounted option it will help both parties out.

[Your Name]  
[Company Name]  
[Address]  
[City, State, Zip]

[Date of Letter]

[Recipient's Name]  
[Title]  
[Company Name]  
[Address]  
[City, State, Zip]

Dear [Recipient's name],

This letter is being written to inform you that our order that was placed on [xx/xx/xxxx] contained items that were damaged and defective as described below:

However, we are willing to accept the goods as is under the condition that \$\_\_\_\_\_ is deducted from the total price that we were charged.

If this discounted price is not acceptable we will need to return the items at your expense. Please respond as soon as possible to resolve this delicate matter. Thank you in advance for your understanding.

Best regards,

[Sign here]

[Your Name, Title]