

Faults and Complaints – Useful Phrases

For faults and complaints you can use the following phrases:

- The goods we ordered on (date, number) have not arrived.
- Please look in the non-delivery of ...
- Upon receipt of our order 125927394, we noticed that...
- We regret to report that our consignment of... was delivered in an unsatisfactory condition.
- A detailed list of the damaged items is enclosed.
- We would like to draw your attention to the fact that of the items supplied,...
- We would be grateful, if you could arrange for replacements of the following articles to be sent as soon as possible.
- We are returning the articles in question. Please credit us for the value of the returned goods.
- I regret to have to complain about the appalling service from your colleague/ staff member last week. Not only did he arrive late, he was also extremely rude.
- Thank you for your letter of ... informing us that...
- We are very sorry to hear that...
- We are concerned to learn about your letter of... that...
- We greatly regret that we have given you cause for complaint.
- We have investigated the cause of the problem. This has now been corrected.
- We are sorry to learn about the unsatisfactory service from our colleague/staff member. We clearly understand your resentment. We have started investigations on the subject to discover the cause of the problem.
- We have taken steps to ensure that such misunderstandings do not occur again.

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