

Faults and Complaints – Useful Phrases

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 found 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 with the value of the returned goods.
- I regret to have to complain about the appalling service I received from one of your colleague/staff member last week. Not only did he arrive late, he was extremely rude.
- Thank you for your letter of ... informing us that...
- We were very sorry to hear that...
- We were concerned to learn from your letter of... that...
- We greatly regret having given you cause for complaint.

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- We have investigated the cause of the problem. This has now been corrected.
- We were sorry to learn of the unsatisfactory service you expected from our colleague/staff member. Your annoyance is quite understandable. We have started enquiries to discover the cause of the problem.
- We have now taken steps to ensure that such a misunderstanding does not occur again.

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