

JSV International Assistant Service

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Sample Business Letter about Shipment

Sender's Company + Address:

JSV International Assistant Service
Jana Svihlova
Jaroslava Foglara 1330/4
Prague 5, 155 00
Czech Republic

Date:

15th November 2012

Full name and Company of Recipient :

Mr. John Doe
Customer Service Representative
Widgets Galore, Inc.
987 Widget Street
Miami, Florida 33111

Dear Mr. Doe,

I am writing you concerning a recent purchase of widgets. Approximately two weeks ago, on October 1, I ordered a total of 50 widgets for Company, Inc. via the Widgets Galore client webpage. I received an email notification two days later confirming the receipt of payment and the shipment of the widgets. According to your website, shipments should reach their destination within 3-5 business days of being sent, but I have yet to receive the widgets. Do you have any information on what may have happened to delay the shipment or where the shipment is currently?

I have worked with Widgets Galore, Inc. in the past and have the greatest confidence in your products and customer service. We need the shipment of widgets soon, however, and I hoped you might be able to provide me with an idea of when I can expect them. Thank you in advance for any help you might be able to offer.

Sincerely,

Jana Svihlova
Executive Director