

**Kozhevnikova E., Saypina I., Sosnovskaya A.**

*A Step to Business Correspondence*

Саратовский государственный университет имени Н. Г. Чернышевского

**Kozhevnikova E., Saypina I., Sosnovskaya A.**

# *A Step to Business Correspondence*

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Настоящее учебно-методическое пособие предназначено для обучения переводу деловых писем студентов старших курсов различных специальностей и широкого круга лиц, изучающих английский язык. Целью данного пособия является формирование и развитие навыков у студентов письменного делового общения, необходимых для осуществления деловых контактов на английском языке.

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## **THE FOREWORD**

Данное учебное пособие представляет собой практикум по переводу деловых писем с английского языка на русский, ориентированный на развитие навыков письменной коммуникации в деловой сфере. Настоящее издание

предназначено для обучения переводу деловых писем студентов старших курсов различных специальностей и широкого круга лиц, изучающих английский язык.

Практическое пособие знакомит читателей с основными типами деловых писем (letters of inquiry, letters of reply, sales letters, letters of adjustment, letters of order) и содержит более 100 образцов писем. Представленный материал можно использовать в качестве письменного домашнего или классного задания.

В издание включены письма разной степени сложности, что позволяет успешно применять его в группах студентов с разной языковой подготовкой.

В пособии использованы исключительно материалы оригинальных английских писем последних лет и Интернет-источников.

Целевая установка данного пособия – способствовать развитию у студентов знаний необходимых для осуществления деловых контактов на английском языке. Авторы рекомендуют при работе с образцами писем составлять рабочий словарь, что в дальнейшем позволит расширить их лексический запас.

Данное пособие снабжено ключами, что позволяет использовать его для организации самостоятельной работы студентов очной и заочной форм обучения.

## **Letters of Inquiry**

A letter of inquiry is a request for information that the writer believes the reader can provide. The writer asks for some information and some help. This type of letter also provides an incentive encouraging the reader to act. The objective is to get the reader

to respond with an action that satisfies the inquiry. The action taken can benefit either the writer or the reader, and sometimes both. The scope must include enough information to help the reader determine how best to respond.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

**Letter 1.**

Dear Sir,

We saw your website on the Internet and we would like to know whether it is possible to purchase pet medications from you. We would be glad to receive a catalogue from you, together with your current price list. Your early reply would be appreciated.

Yours faithfully,

**Letter 2.**

Dear Sir,

Your website states that you offer Herbals. We would like to know whether you would be willing to work out good price for large quantities. We look forward to having your early reply.

Yours faithfully,

**Letter 3.**

Dear Sir,

We are interested in supplying some of your products online and we need to know if you provide drop shipping services and we need to see a price list of the products for drop shippers.

Thank you in advance.

Yours faithfully,

**Letter 4.**

Dear Sir,

We would possibly like to discuss the possibility of a contract with you. Since you're looking for long term supplies, we can offer to try our products and let's know which one you prefer. If we come to an agreement, you will not have to order through our website. We shall ship them directly to your address. We hope to hear from you as soon as possible in order to proceed.

Yours faithfully,

**Letter 5.**

Dear Sir,

Please tell us exactly in what country you are located. This is important, because it might be the reason why the order was not delivered yet.

Yours faithfully,

**Letter 6.**

Dear Sir,

Please let us know whether you can guarantee shipment by 13 August. Thank you in advance.

Yours faithfully,

**Letter 7.**

Dear Sir,

Please, inform us if you agree to have another package shipped. Please, let us know asap the decision you made.

Yours faithfully,

**Letter 8.**

Dear Sir,

In your last letter you agreed to accept the reshipped parcel from us. Could you please confirm your shipping address? We should be grateful for an early reply.

Yours faithfully,

**Letter 9.**

Dear Sir,

Following our conversation, we should be grateful if you could send us your bank statement. We may be able to solve the problem for our side. But beforehand please check your bank statement to specify when you were charged.

Yours faithfully,

**Letter 10.**

Dear Sir,

XXX is an antihistamine used to treat allergy symptoms; it is not used for depression or obsessive-compulsive disorder. Please explain – are you sure that this is the product that you need? And are you sure that your doctor prescribed it to you for depression? Please reply asap, otherwise our doctor will not be able to approve your order.

Yours faithfully,

**Letter 11.**

Dear Sir,

Since our doctor doesn't have the possibility to consult you alive, he's going to study the case on the basis of the written information you're going to provide while purchasing the medication. After reviewing that info, he makes a decision. Your application can be approved or rejected. So please, make sure to provide max details about the skin problem you have. We look forward to receiving your early reply.

Yours faithfully,

**Letter 12.**

Dear Sir,

Could you please give us a reason of ordering this medication? The doctor can not approve your order unless you provide a reason of ordering the medication. We are looking forward to your prompt reply. Thank you in advance.



Yours faithfully,

**Letter 13.**

Dear Sir,

Please be informed that according to the official delivery services, your order has arrived but no further information is available. It is now should be picked up from the post office, otherwise it might be sent back to the merchant. Please, confirm if you have already received the order. Thank you in advance.

Yours faithfully,

**Letter 14.**

Dear Sir,

Please be informed that according to the official delivery services, your order has arrived but no further information is available. It is now should be picked up from the post office, otherwise it might be sent back to the merchant and we will not be able to help you.

Yours faithfully,

**Letter 15.**

Dear Sir,

Please be informed that according to the official delivery services, there was an attempt to deliver your order and a notice was left. The package could be delivered to your home address or it could be picked up from the post office. Please make sure to go and claim your parcel. Otherwise it will be returned and we will not more be liable.

Yours faithfully,

**Letter 16.**

Dear Sir,

Please make sure to go and claim your parcel as fast as possible, since it can be returned. Also notice that anyone can claim it for you.

Just provide your tracking number to the person you're going to trust that task. If your order is not more there, please make sure to complete your address.

Yours faithfully,

**Letter 17.**

Dear Sir,

So please make sure to go, claim and pick your parcel which is waiting for you at the depot. The fastest you collect it, the better is for all.

Yours faithfully,

**Letter 18.**

Dear Sir,

And all the tracking information might be seen on www.xxx.com. But please note, that it usually takes 3-5 business days for the tracking information to appear online.

Let us please wait for a couple of days more and see if there is a change in the tracking information.

Yours faithfully,

**Letter 19.**

Dear Sir,

We are interested in supplying some of your products online and we need to know if you provide drop shipping services and we need to see a price list of the products for drop shippers. Thank you in advance.

Yours faithfully,

**Letter 20.**

Dear Sir,

We are interested in supplying some of your products online and we need to know if you provide drop shipping services and we need to see a price list of the products for drop shippers. Thank you in advance.

Yours faithfully,

**Letter 21.**

Dear Sir,

Could you please go on [www.xxx.com](http://www.xxx.com) and track this number. According to the track number - Status: Unclaimed. Your item was returned to the sender on ..., 2009 because it was not claimed by the addressee. We can resend the order free of additional charges, but we need guaranties that you pick up the order this time if you are not home. Waiting for your reply.

Yours faithfully,

**Letter 22.**

Dear Sir,

We just want to make sure that your order was well handled and delivered on time. According to your tracking number, your order was delivered, but someone else signed the proof of delivery. Please let us know if your parcel has been handed over to you.

Yours faithfully,

**Letter 23.**

Dear Sir,

We are writing in regard to your order #...The order was delivered on... The order was reformed to chargeback on ...Could you, please explain the reason for this chargeback? We are looking forward to your reply. Thank you in advance.

Yours faithfully,

**Exercises:**

**1. Answer the following questions:**

- a. What is the objection of a letter of inquiry?
- b. Who is the target audience of this type of letters?
- c. What does it have to include to give a reader a clear idea of what you want to get?

**2. Read the following letter of inquiry. Choose the correct words/phrases in 1-3**

Dear <sup>1</sup>*Sir/Madam, /White & CO. LTD,*

We saw your website on the Internet and we would like to <sup>2</sup>*know/inform* whether it is possible to purchase pet medications from you. We would be glad to receive a catalogue from you, together with your current price list. Your early reply would be appreciated.

Yours <sup>3</sup>*sincerely /faithfully,*

**3. Complete the table with the words/phrases in the box.**

Example: *Dear Sir/Madam, All the best.*

Yours sincerely, Dear John, Dear Mrs. Austin, Yours faithfully, Love, Kiko

	<b>formal letters</b>	<b>informal letters</b>
<b>starting a letter if you :</b>		
know the person's name	<sup>1</sup>	<sup>2</sup>
don't know the person's name	<sup>3</sup> <i>Dear Sir/Madam,</i>	
<b>ending a letter if you:</b>		
know the person's name	<sup>4</sup>	<sup>5</sup> or <sup>6</sup> <i>All the best</i>
don't know the person's name	<sup>7</sup>	

**4. Translate the letter from Russian into English.**

Господа!

Мы видели вашу рекламу на сайте и хотели бы получить информацию о продукции, которую вы производите.

Не могли бы вы сообщить нам, заинтересованы ли вы в значительном снижении цены на вашу продукцию при условии большого заказа с нашей стороны.

Надеемся на ваш быстрый ответ.

С уважением,...

**5. Write 3 letters of inquiry of your own using your imagination. Include as many underlined expressions as possible.**

It is a letter written in response to another letter received by someone. The objective of this type of letter is to fulfill the request made by the person you are writing this letter to. It is very important to make a good impression when responding to inquiries from potential customers. The best impression will be made by providing the materials or information that the perspective client has asked for. This positive impression will be improved by a well written response.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

**Letter 1.**

Dear Sir,

For most countries you may track your shipping in “My orders” section of our website. You must be logged in to view this information in the panel.

Yours faithfully,

**Letter 2.**

Dear Sir,

In reply to your request to send you the tracking number, we just want to let you know that tracking of the shipment is not available for Regular Mail.

Yours faithfully,

**Letter 3.**

Dear Sir,

The tracking number is ...and the package should arrive to the local post office which is connected to your shipping address. Your tracking number is enough to pick up the package.

Yours faithfully,

**Letter 4.**

Dear Sir,

In your case we may offer to ship both your orders with express (5-9 business days) instead of a regular (12-16 business days) with no additional payment. If you refuse, please let us know and we will cancel both orders ASAP.

Yours faithfully,

#### **Letter 5.**

Dear Sir,

We thank you for your letter of 28 August, and are glad to inform you that all the products listed in your enquiry are in stock. If you wish you can place an order with us immediately. We can guarantee delivery in Melbourne within 3 weeks (12-16 business days). If you require the goods urgently, we will ship them via Express (59 business days).

Yours faithfully,

#### **Letter 6.**

Dear Sir,

Replying to your enquiry of 2 August we are pleased to inform you that we hold stocks of all the products you need. We can provide products with cfc as well as cfc-free products. So, we're waiting for your further moves. Please make sure to keep us up to date about your intentions and needs.

Yours faithfully,

#### **Letter 7.**

Dear Sir,

In reply to your enquiry, we are enclosing description for the product for more information. Please be aware of that the product you received ... is in fact similar to ... In such cases, better to pay attention to active elements. We hope to read from you as soon as possible.

Yours faithfully,

#### **Letter 8.**

Dear Sir,

We have pleasure in offering you the product you need in capsule form from the following manufacturers:...Please let us know the one you prefer and we ship it to you asap.

Yours faithfully,

**Letter 9.**

Dear Sir,

Among the products you were looking for, we have only xxxxxxxx inhalers. We can have them delivered to France without problems. No need to provide a veterinarian prescription. We look forward to your first order.

Yours faithfully,

**Letter 10.**

Dear Sir,

The medication you have asked for is out of stock at the moment. As you have particularly requested only this medication and we can not offer a substitute, we can supply another product for the same sum of money instead. Please, choose and let us know asap.

Yours faithfully,

**Letter 11.**

Dear Sir,

If you had some doubts about the product you can expect, you can always contact us in advance in order to have more information about that product. Many customers move that way. We can provide full information about the product to be shipped to them, including the manufacturer. We have an opportunity to collaborate with the most known all over the world xxx producers and we can ship to you several versions of xxx. If our proposal is acceptable to you please confirm.

Yours faithfully,

**Letter 12.**

Dear Sir,



Your message was received. Coming back to your first message, please make deep acquaintance with the following:

1- We have generics ... which are good quality products extremely appreciated by our customers. They do not differ from brand medications at all except names.

2- We would like to make sure you're going to be satisfied by our product. We can offer you to try both products and let's know the one you prefer.

Currently, your order is not shipped yet. We expect a fast reply from your side in order to complete shipping. We hope to hear from you as soon as possible in order to proceed.

Yours faithfully,

### **Letter 13.**

Dear Sir,

Replying to your letter of 10 August, we have pleasure in offering you the product which is manufactured by the company ..., a well known and good reputation company in generic medications. And we have many customers satisfied with that product.

Yours faithfully,

### **Letter 14.**

Dear Sir,

Thank you for your message, we do not save your credit card details on our website. Also Trade Technologies Ltd holds a website identity assurance warranty of \$10,000. This means that you are insured for up to \$10,000 when relying on the information provided by IdAuthority on our site. The certificate is provided by xxx group. Of course there is always a risk when you purchase a product online, but it is only up to your choice if you can or can not trust the company you are having business with.

Yours faithfully,

### **Letter 15.**

Dear Sir,

All our manufacturers have the license of the Indian government, which is available only for those manufacturers, whose products exceed FDA standards, so our medicine is of good quality.

Yours faithfully,

**Letter 16.**

Dear Sir,

Currently we accept: Visa, American Express, Diners Club, JCB. We're working on this situation and hope to change it in the nearest future.

Yours faithfully,

**Letter 17.**

Dear Sir,

Please be informed that your order was returned to the merchant by the post office as the shipping address didn't match the one you gave to Medstore. The package now is on the way back. Could you please confirm the address: ...Thank you.

Yours faithfully,

**Letter 18.**

Dear Sir,

For your security, we do not save credit card details on our website. So you have to place an order yourself - we can't place an order for you. It won't be so hard to refill your order, the system remembers your address, zip code, etc., you have to write again only credit card information.

Yours faithfully,

**Letter 19.**

Dear Sir,

Unfortunately it is better to write the full address as this is the only way we can check the order delivery via xxx. Otherwise it will be difficult to get a proof of delivery from the post office. You have to be home to sign for this package or you can go to the local Post Office and pick it up. Post Office will not deliver it to your mailbox, because you have to sign for the order.

Yours faithfully,

### **Letter 20.**

Dear Sir,

Thank you for your message. This time we will send this order with EXPRESS for you without additional cost. Next time though please make sure you choose the correct method of shipping because we do not usually have an opportunity to change the method of shipping.

Yours faithfully,

### **Letter 21.**

Dear Sir,

Thank you for your message. This product will be available within next two weeks. Sorry for the inconvenience.

Yours faithfully,

### **Letter 22.**

Dear Sir,

We are sorry to inform you that the medication you ordered .... is out of stock. We have been trying to find it but unfortunately haven't succeeded. There is a way out of this situation though. We can either change your order and send you another product (you can choose any product on \$...) with considerable amount of bonus pills to compensate the inconvenience or we can refund your money. Please let us know which variant you prefer asap.

Yours faithfully,

## Exercises:

### 1. Answer the following questions:

- a. What is the objective of writing a letter of reply?
- b. What are the ways to produce the best impression possible?
- c. Why is it so important to give detailed information in this type of letter?
- d. What do the letters ASAP stand for?

### 2. Read the following letter of reply. Find the beginning of each paragraph.

Dear Sir/Madam, Your message was received. Coming back to your first message, please make deep acquaintance with the following: 1- We have generics ... which are good quality products extremely appreciated by our customers. They do not differ from brand medications at all except names. 2- We would like to make sure you're going to be satisfied by our product. We can offer you to try both products and let's know the one you prefer. Currently, your order is not shipped yet. We expect a fast reply from your side in order to complete shipping. We hope to hear from you as soon as possible in order to proceed. Yours faithfully,

### 3. Fill in the gaps with the words in the box:

message, risk, with, credit, provided, purchase, insured, Yours, holds, certificate, assurance, website, up to, relying, can not

Dear Sirs,

Thank you for your \_\_\_\_\_, we do not save your \_\_\_\_\_ card details on our \_\_\_\_\_.

Also Trade Technologies Ltd \_\_\_\_\_ a website identity \_\_\_\_\_ warranty of \$10,000.

This means that you are \_\_\_\_\_ for up to \$10,000 when \_\_\_\_\_ on the information

by IdAuthority on our site. The \_\_\_\_\_ is provided by COMODO group. Of course

there is always a \_\_\_\_\_ when you \_\_\_\_\_ a product online, but it is only \_\_\_\_\_ your

choice if you can or \_\_\_\_\_ trust the company you are having business \_\_\_\_\_.

\_\_\_\_\_ faithfully,

**4. Write 3 letters of reply according to these scenarios using the underlined vocabulary:**

- a. You are a sales manager for “ VitaFarm” in New Zealand. Your firm produces all kinds of herbal meds and vitamins. A potential customer from Russia wants you to ship him 20 kg of your famous herbal teas ASAP. You know that there will be a delay at the customs.
- b You are a sales manager for “ VitaFarm” in New Zealand. Your firm produces all kinds of herbal meds and vitamins. A potential customer left an order and his visa card details but forgot to indicate his shipping address and a zip code.

**5. Write a letter of reply using your imagination.**

### **Sales letters**

Sales letters play an important part in the sales process. Some of the functions include identifying new prospects, responding to inquiries, following up on sales

calls, acknowledging an order, problem solving and getting repeat business. Sales letters are very important in any business. There are obviously many different ways to write such letters, but the ideal approach for your case depends on condition and situation. A sales letter generates sales by persuasion. It provides information about your product or service in a conversational tone, questions and key points to lead the recipient of your letter to the decision you want him to make.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

### **Letter 1.**

Dear Sir,

My name is Cris Hartt, I work for Blue Strawberry Studio, a leading broker of online advertising, dealing with many thousands of independent webmasters worldwide.

Our company has got 1,000 authorization key for a product called Text Links Ads Suite. It can be used to highly improve the Page Rank, Rankings in search engines and even increase targeted Traffic to the site. However, for some unexpected reason, we have to undersell them.

Now, the great news for you is that its original price on its platform is \$ 999.95 per year, but now we can offer you 95% discount, which means it's now only \$49.95. It will be valid in one year and these text links could appear on the detail pages of hundreds of business websites. And the most powerful function is that those detail pages are highly related to the customers' own products. So it's definitely worthwhile to own this Text Links Ads Suite.

Yours faithfully,

### **Letter 2.**

Dear Sir,

We ship from India (World Leader for xxx manufacturing), where we have an opportunity to collaborate with the most known all over the world xxxx producers,

such as xx, xx and xxx. Our medications are manufactured on government certified facilities and meet or exceed the highest US Food and Drug Administration (FDA) and World Health Organization (WHO) standards.

Yours faithfully,

### **Letter 3.**

Dear Sir,

Trade Technologies Ltd holds a website identity assurance warranty of \$10,000. This means that you are insured for up to \$10,000 when relying on the information provided by IdAuthority on our site. The certificate if provided by xxxx group (www.xxx.com). Of course there is always a risk when you purchase a product online, but it is only up to your choice if you can or can not trust the company you are having business with.

Yours faithfully,

### **Letter 4.**

Dear Sir,

According to the 100% Satisfaction program we have, if for any reason, our client feels that he is not satisfied with his order or he does not receive his order we reship the order for free or issue a full refund back to his credit card. It is our sincere desire to give you the personal attention and satisfaction.

Yours faithfully,

### **Letter 5.**

Dear Sir,

Free delivery you get when:

- 1) ONE item costs more than \$149
- 2) If you placed two, three etc orders within 24 hours, you are charged for the first order shipping only (if it is a standard delivery method)

Yours faithfully,

### **Letter 6.**

Dear Sir,

We don't offer 20% discount as we add 20% of bonus pills (tabs, caps etc.) to every new order you place with us since you're our loyal customer. Please note that you need to wait until your first order is shipped.

Yours faithfully,

### **Letter 7.**

Dear Sir,

We would like to get your website on first page of Google. All of our processes use the most ethical "white hat" Search Engine Optimization techniques that will not get your website banned or penalized. Please reply and I would be happy to send you a proposal. In order for us to respond to your request for information, please include your company's website address (mandatory) and or phone number.

Yours faithfully,

### **Letter 8.**

Dear Sir,

Delivery time can take up to a month in some cases. That's why we advise our customers to order a refill earlier to make sure they'll get it in time. We encourage you to order asap.

Yours faithfully,

### **Exercises:**

#### **1. Answer the following questions:**

- a. What are the functions of a sales letter?
- b. What does "sale by persuasion" mean? Give an example of such sales.
- c. What tone should you choose for a sales letter?

#### **2. Correct the spelling mistakes in the following letter.**



Dear Sir/Madam,

My name is Chris Hart, I work for Blue Strawberry Studio, a leading broker of online advertising, dealing with many thousands of independent webmasters worldwide. Our company has got 1,000 authorization keys for a product called Text Links Ads Suite. It can be used to highly improve the Page Rank, Rankings in search engines and even increase targeted Traffic to the site. However, for some unexpected reason, we have to undersell them.

Now, the great news for you is that its original price on its platform is \$ 999.95 per year, but now we can offer you 95% discount, which means it's now only \$49.95. It will be valid in one year and these text links could appear on the detail pages of hundreds of business websites. And the most powerful function is that those detail pages are highly related to the customers' own products. So it's definitely worthwhile to own this Text Links Ads Suite.

Yours faithfully,

### **3. Translate the letter into Russian.**

Dear Sir/Madam,

We would like to get your website on first page of Google. All of our processes use the most ethical "white hat" Search Engine Optimization techniques that will not get your website banned or penalized. Please reply and I would be happy to send you a proposal. In order for us to respond to your request for information, please include your company's website address (mandatory) and or phone number.

Yours faithfully,

### **4. Write 3 sales letters of your own using the underlined vocabulary.**

## **Letters of Order/Response**

Order letters are exactly as they sound, they are used to order material that is running low and will be needed soon. An order letter, also known as a purchase order or PO,

begins the paper trail of a specific purchase. The objective is to provide the vendor with detailed instructions for fulfilling an order. It also serves as a legal record of the transaction and, consequently, should be written with care. The scope should include only the information needed to fulfill the order. The vendor does not need to know why you are placing the order, what it is going to be used for or for whom it is intended. The vendor only needs to know when you expect delivery and how you intend to pay the bill.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

**Letter 1.**

Dear Sir,

We have received two payments from you for this product, both for 120 caps.

Please let us know if we should send both orders or if we should refund one payment?

Yours faithfully,

**Letter 2.**

Dear Sir,

We have only one order registered from you for xxx -A 0.025%/20g 4 tubes. The second order has the status 'waiting for payment' which means that your credit card wasn't charged then. We did not charge you for anything because unfortunately we do not have your order placed. You get the transaction number when you place the order. Please check your bank statement to specify when you were charged. You might have placed the order not with our company but with another online Pharmacy.

Yours faithfully,

**Letter 3.**

Dear Sir,

Please contact support person on our website before ordering and ask to unblock the double order function. If your order goes through, we will block it again. Please, choose standard shipping and we will ship it with the fast as promised.

Yours faithfully,

**Letter 4.**

Dear Sir,

We're going to ship the two orders we were able to register from you as we have charged your credit card for them. Unfortunately we're not able to ship the declined orders as we didn't charge your credit card for these orders.

Yours faithfully,

**Letter 5.**

Dear Sir,

Thank you for your message. We regret being unable to execute your order. Your credit card was declined. Unfortunately our processing company does not give us any reasons or explanations when the credit card is declined. It doesn't depend on us.

Yours faithfully,

**Letter 6.**

Dear Sir,

However all your previous attempts to make a payment on our website were not accepted by our processing company and no order was placed.

Yours faithfully,

**Letter 7.**

Dear Sir,

We have a processing company who blocks the card for 24 hours if there is an attempt to order more than two-six times. You have already placed two orders today and also had more attempts to purchase, may be that was the reason.

Yours faithfully,

**Letter 8.**

Dear Sir,

Thank you for your message, however we had charged you once for \$262.43 but you have made some more attempts (to order products) which were declined and the money could be simply blocked for some period of time. Sometimes it happens when you buy things online.

Yours faithfully,

**Letter 9.**

Dear Sir,

Placing an order with us is long procedure. You have to fill the information in forms listed on our site. When you place an order, your details go directly to the bank site! We do not keep any information here on the site and nobody should know your cc information.

Yours faithfully,

**Letter 10.**

Dear Sir,

Your orders were all sent with the express. You aren't probably able to see it in the panel as we cannot change the method of shipping there.

Yours faithfully,

**Letter 11.**

Dear Sir,

We have sent the request to ship these orders with the express and they are to arrive by the 22 - 25 of September.

Yours faithfully,

**Letter 12.**

Dear Sir,

I'm really sorry for this misunderstanding however we do not do Express shipping to Germany and the order was sent with a regular air mail.

Yours faithfully,

**Letter 13.**

Dear Sir,

Unfortunately we do not have overnight shipping. But we always try to help our clients, if you need to get this medication asap, we shall try to do our best for this medication to get to you quickly.

Yours faithfully,

**Letter 14.**

Dear Sir,

If there is an opportunity we shall send the product via express but please, be informed that your card will not be charged.

Yours faithfully,

**Letter 15.**

Dear Sir,

We are very sorry, but the soonest delivery is 5-9 business days. We would be glad to send it faster for free, but there is no such opportunity. Please, do not worry. We have every reason to believe that we will be able to meet the delivery date.

Yours faithfully,

**Exercises:**

**1. Answer the following questions:**

- a. What is the objective of writing a letter order?
- b. What kind of information should it contain and why?
- c. What can be looked upon as excessive details in a letter of order?

## 2. Put the words into the correct form.

Dear Sir/Madam,

We ...<sup>1</sup>(have) only one order ...<sup>2</sup>(register) from you for Retin-A 0.025%/20g 4 tubes. The second order ...<sup>3</sup>(have) the status 'waiting for payment' which ...<sup>4</sup>(mean) that your credit card ...<sup>5</sup>(be not/charge) then. We ...<sup>6</sup>(not/charge) you for anything because unfortunately we ...<sup>7</sup>(not/have) your order placed. You get the transaction number when you ...<sup>8</sup>(place) the order. Please ...<sup>9</sup>(check) your bank statement to specify when you ...<sup>10</sup>(be/charge). You might have placed the order not with our company but with another online Pharmacy.

Yours faithfully,

## 3. Translate the letter of order/response into English

Господа!

С сожалением сообщаем вам, что ближайшая поставка товара состоится в течение 5-9 дней. Мы бы хотели осуществить доставку намного раньше, но пока у нас нет такой возможности. Пожалуйста, не беспокойтесь. У нас есть все основания полагать, что мы сделаем это в намеченные сроки.

С уважением, ...

## 4. Write 3 sales letters of your own using the underlined vocabulary.

# Letters of Complaint

A complaint letter requests some sort of compensation for defective or damaged merchandise or for inadequate or delayed services. While many complaints can be made in person, some circumstances require formal business letters. The complaint may be so complex that a phone call may not effectively resolve the problem; or the writer may prefer formality and seriousness of a business letter. The essential rule in writing a complaint letter is to maintain diplomacy, no matter how justified your gripe is.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

**Letter 1.**

Dear Sir,

I have not received my order. I tracked it online from your website and it said it was delivered but I never got the package at all. I tried to call the postal service but I was on hold for so long I couldn't stay on the line.

Yours faithfully,

**Letter 2.**

Dear Sir,

I am more than a little concerned at the delay with this order. Although it is shown as "shipped" it has been 12 days since I placed this order, but still no tracking data is available. It took a lot longer than normal from the time of my order to be shown as shipped, normally tracking data would be available by now. This is not up to the standard of service I expect from you.

Yours faithfully,

**Letter 3.**

Dear Sir,

Part of the issue with this order is that I paid for express shipping and today it has been the 12th day excluding weekends since the order was shipped. I placed other orders and did not pay for express shipping and I received those orders earlier without any problems. I would like to be on the safe side and have a new order shipped out as soon as possible.

Yours faithfully,

**Letter 4.**

Dear Sir,

I am writing to find out what has happened to my order No... I was informed that my order was dispatched, 13 days have passed with no sign. I have never had a problem with you service before.

Yours faithfully,

**Letter 5.**

Dear Sir,

The medication I ordered two weeks ago was billed and received a shipping confirmation. Yet USPS has no record of this order being shipped. This is my second e-mail questioning the status of this order. Please don't tell me again that I'll be receiving the order soon! Explain!

Yours faithfully,

**Letter 6.**

Dear Sir,

You have reshipped a new order and still no tracking is showing. There is the same problem with my first order which I never received. This is crazy and I do not understand what the problem is with my order getting to me on time and its not the first time this has happened to me. Today is the 10/23/09 and still I have not received anything in the mail nor a tracking number that will show a tracking log. It says "nothing to be found" with the new tracking number you gave me. So what is the problem now?? Will I get my order soon?



Yours faithfully,

**Letter 7.**

Dear Sir,

Last time I placed an order I was told I would receive 20% more .I have just placed another order but it has not been recognized. Please, may I have the 20% more with my current order?

Yours faithfully,

**Letter 8.**

Dear Sir,

Can you please just refund my money? The Post office said it never arrived, and I am not sure why they said it went unclaimed. I visited the Post office several times to pick it up. I had to fill the prescription elsewhere.

Yours faithfully,

**Letter 9.**

Dear Sir,

Thank you for your response, but I find this very disconcerting. I do not understand how national holidays in India could affect the delivery of the product. The most troublesome aspect is that you had no trouble promptly debiting my bank account to include the extra amount. I paid to have the shipment expedited in 5-9 days excluding weekends – it has now been 11 days excluding weekends. If there are indeed national holidays in India that would affect delivery, then someone on that end must have known in advance that there would be a delay – national holidays don't just crop up overnight. If the product is not received by Friday, please be advised that I am going to request a full refund.

Yours faithfully,

**Letter 10.**

Dear Sir,

I have not received this order yet. Why did I pay \$32 for fast shipping if it wasn't going to arrive any faster than normal. Also... Visa showed an extra \$10 dollars on my account that was charged by your firm. What was that for?

Yours faithfully,

**Letter 11.**

Dear Sir,

Thank you for your message, but I am not satisfied with the October 29th delivery date. I placed my order on the 13th, and paid for Express Shipping. Please reimburse me the cost of the Express shipping or send an additional supply of my prescription to supplement this. I was not made aware of any Indian national holidays before placing the order.

Yours faithfully,

**Letter 12.**

Dear Sir,

I am attempting to use a Visa card. It is technically a debit card, but I have been instructed by the insurance company to run it as a credit card on all transactions. I have used it for about a year so far, and have not encountered any problems with using it as such. For some reason, I am unable to use it on your site to purchase medicine... I don't know if it's an issue with it being a debit card or not. If there is anything that can be done so that I can use it to purchase medicine (such as ordering via phone), please let me know.

Yours faithfully,

**Letter 13.**

Dear Sir,

I have received the shipment as per order Nr. . . but I am not satisfied with the goods. It has fallen short of my expectations. So I would like to ask you to remit the amount USD 180.00 paid back to my account.

Yours faithfully,

### **Exercises:**

#### **1. Answer the following questions:**

- a. What is the purpose of writing a letter of complaint?
- b. What circumstances require formal letters of complaint?
- c. What tone should you choose if you need to write a letter of complaint?

#### **2. Read the following letter of complaint. Find the answers in the letter according to the following points:**

- a) What the details of the complaint are
- b) What the person tried to do
- c) Why the person is writing this letter
- d) What the person would like the company to do

Dear Sir/Madam,

Thank you for your response, but I find this very disconcerting. I do not understand how national holidays in India could affect the delivery of the product. The most troublesome aspect is that you had no trouble promptly debiting my bank account to include the extra amount. I paid to have the shipment expedited in 5-9 days excluding weekends – it has now been 11 days excluding weekends. If there are indeed national holidays in India that would affect delivery, then someone on that end must have known in advance that there would be a delay – national holidays don't just crop up overnight. If the product is not received by Friday, please be advised that I am going to request a full refund.

Yours faithfully,

#### **3. Fill in the gaps with the words in the box:**

order, Sir/Madam, what, no, new, received, getting, to, reshipped, mail,  
tracking log, number, Will, faithfully

Dear \_\_\_\_\_,

You have \_\_\_\_\_ a new order and still \_\_\_\_\_ tracking is showing. There is the same problem with my first \_\_\_\_\_ which I never \_\_\_\_\_. This is crazy and I do not understand \_\_\_\_\_ the problem is with my order \_\_\_\_\_ to me on time and it's not the first time this has happened \_\_\_\_\_ me. Today is the 10/23/09 and still I have not received anything in the \_\_\_\_\_ nor a tracking number that will show a \_\_\_\_\_.

It says "nothing to be found" with the \_\_\_\_\_ tracking \_\_\_\_\_ you gave me. So what is the problem now?? \_\_\_\_\_ I get my order soon?

Yours \_\_\_\_\_,

**4. Write a letter of complaint, using the following information:**

You lost your luggage. Your two black suitcases were lost during the flight from London to Moscow. You have informed the Enquiry office at once. But you would like to have your luggage back and insist on a thorough search.

**5. Write 2 letters of complaint of your own using the underlined vocabulary.**

It is also called a compensation letter. This letter should be used in response to a written complaint against someone or something. The purpose of it is to inform the reader that actions are being taken against the wrong doing as well as it serves as a legal document acknowledging the complaint. The scope of the adjustment letter should reiterate the relevant facts of the claim. When the customer is right, include a forthright admission to that effect and extend a sincere apology. When the customer is not right, explain the reasons clearly and with every courtesy.

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

## **Delay**

### **Letter 1.**

Dear Sir,

We understand and share your concerns about your order not yet delivered. We just would like to inform you that the delay comes from postal services. When the order is transferred to postal services, we receive track numbers and it gets out of our control. These last days, we're facing similar cases when tracks start to give records quite later than expected. Of course, as postal services told us, this is just temporary and all must be all right in the next days. So hold on a few more days and if your order isn't delivered, we will reship it free of charges.

Once more thanks for your extreme patience.

Yours faithfully,

### **Letter 2.**

Dear Sir,

We understand and share your concerns about the delay in delivering your parcel. This delay is out of our control and lies mostly on postal services and may be on holidays going on. The difficulties are only temporary. Anyway, your order is on the way to you and as you can see it in usps reports the next day you will receive it.

Once more thanks for your patience. If you don't receive the order in 2 days we will reship your order asap.

Yours faithfully,

### **Letter 3.**

Dear Sir,

We apologize for the delay which is due to circumstances beyond our control. The delivery process depends on the work of the postal services. Sometimes they just forget to register the package, sometimes they deliver it to the wrong address. So the reasons are always different.

Yours faithfully,

### **Letter 4.**

Dear Sir,

Absence or presence of the track info on does not depend on us. This delay is out of our control and lies mostly on postal services and may be on holidays going on. Also happens, that the track does not give out any info, but the order is delivered. If you don't receive the order till 8 January we will reship your order free of charge and with a bonus.

Yours faithfully,

### **Letter 5.**

Dear Sir,

We are fully aware of that there is a delay in delivering your parcel, delay which is out of our control. As you can check by yourself your parcel hit your city already yesterday 31 December, (records from usps.com) tomorrow you're going to receive it. Of course, since we can't partially refund your money, we can just refund all your money. But in this case, you will have to refuse the parcel on the way to you. So please, let's us know what you have decided. Once more, we really apologize for the delay and would like to thank you for your extreme patience.

Yours faithfully,

**Letter 6.**

Dear Sir,

We apologize for the delay. It's quite strange to see that your order isn't yet delivered, unless arrived in your state around one week ago. Information is not updated yet. Please let us wait one or max 2 more days for updates on the usps site. Also, please try to contact your nearest usps post office in order to know what went wrong with your parcel.

Yours faithfully,

**Letter 7.**

Dear Sir,

We apologize for being unable to complete delivery by the stipulated date. The order went slower than we expected. We would appreciate if you would agree to extend the delivery time and wait until Monday.

Yours faithfully,

**Letter 8.**

Dear Sir,

We're sorry for being late with the delivery of your order. We will certainly try to find out the reason of that delay and will reship your order asap. Please confirm if the order was already delivered.

Yours faithfully,

**Letter 9.**

Dear Sir,

We apologize for the delay. Your order is now close to be delivered to you. In max 2 days, you will receive it. Your latest tracking numbers gives clear reports and you can check it by yourself. Anyway, we maintain our proposition made to you a couple of days ago, when none of the tracks provided were giving records. We're going to refund to your credit card.

Yours faithfully,

**Letter 10.**

Dear Sir,

Keeping in mind that delivery terms are already out, please show more patience since according to latest records, your order is being processed by us customs and if all goes well you can expect in the next 3 max 4 days.

Yours faithfully,

**Letter 11.**

Dear Sir,

We are very sorry for such a delay. The order was stopped at customs that is why we shipped out another package this morning.

Yours faithfully,

**Letter 12.**

Dear Sir,

Delivering orders in Nigeria is not the same as in the US. It can take more time. If the lasts attempts fail we shall refund your card. So let's know the decision you have made.

Yours faithfully,

**Letter 13.**

Dear Sir,

According to the track number ....., the status of your order on [www.usps.com](http://www.usps.com) is: Inbound Out of Customs. This means that you should receive the order in 2-3 days.

Please keep us informed. Thank you.

Yours faithfully,

**Letter 14.**

Dear Sir,

Thank you for your message. It can take up to 9 days for the order to leave the customs. Could you please wait for 3 days more? In case the order does not leave the



customs by then we will make a free reshipping or a refund for you, whatever you prefer. Please keep us informed.

Yours faithfully,

## **No tracking information**

### **Letter 14.**

Dear Sir,

Thank you for your message. The current status of your order is no tracking information. Either the parcel is lost or information related to your track isn't yet updated. Unfortunately this sometimes happens because the delivery process depends on the work of the postal services. Anyway, we can offer to reship your order free of charges and provide a new tracking number. Please let us know if you agree. Thank you in advance. We are sorry for the delay.

Yours faithfully,

### **Letter 15.**

Dear Sir,

Track trace site started updating information for a great amount of orders only yesterday. For us it's quite an unpleasant surprise too. We are very sorry about the delay but we can do nothing about that. We could offer you bonus pills (to compensate \$32) added to your order next time.

Yours faithfully,

### **Letter 16.**

Dear Sir,

Please be aware, in addition to our previous mail, of that missing records on the website is out of our control but does not mean that your parcel wasn't shipped. It used to happen that tracks are not giving records but orders are delivered on time. So please contact us if you do not receive your parcel on time.

Yours faithfully,

**Letter 17.**

Dear Sir,

According to the delivery terms, your order is supposed to be delivered on Feb 8. Your parcel is already on the way to you. Do not pay much attention to temporary records currently displayed on usps. For sure, your order should be delivered in 2 days which means far ahead of deadlines.

Yours faithfully,

**Letter 18.**

Dear Sir,

Missing records on the website are out of our control and do not mean that your parcel hasn't been shipped. It happens that tracks do not give records but orders are delivered on time.

Yours faithfully,

**Letter 19.**

Dear Sir,

Your tracking number is currently displaying the tracking information of an old parcel which had the same tracking number as yours. It is a delay of the USPS.

However don't worry! Your tracking number .... is correct and the tracking information will be updated in a couple of days. It will then start showing correct details about your order. We deeply apologize for this inconvenience and we assure you that your order is already on its way to you. Thank you for your understanding.

Yours faithfully,

**Order is not received****Letter 20.**

Dear Sir,

So please be patient for a few more days and you will receive your order because, according to the tracking number, it is on its way to you.

Once more thanks for your extreme patience.

Yours faithfully,

**Letter 21.**

Dear Sir,

Your order is still at customs, but we hope it will pass the customs within next few days. It can take up to 9 days for the order to leave the customs. Could you, please, wait for three days more? In case the order doesn't leave the customs by then we will make a free reshipping or a refund, whatever you'll prefer.

Yours faithfully,

**Letter 22.**

Dear Sir,

We are very sorry for such a delay, your order is still at the customs and we will reship it asap. It may also happen that you will receive both orders, but please note that you will not be charged a cent in addition. But we would appreciate any information from you regarding your order. Sorry once again for the delay.

Yours faithfully,

**Letter 23.**

Dear Sir,

We are very sorry for this misunderstanding, but we can not charge you back because the system doesn't let us.

Yours faithfully,

**Letter 24.**

Dear Sir,

We are sorry for the situation with your order. We do not do partial refunds, however we shall add bonus pills to the replacement to compensate the waiting time.

Yours faithfully,

**Letter 25.**

Dear Sir,

We were extremely surprised to receive your messages with threats. We are fully aware of that there's a delay in delivering your parcel, delay which is out of our control, because of many holidays which are now going on. Anyway, as you can check by yourself your parcel hit your city yesterday Dec 31 (records from usps.com) and already tomorrow you're going to receive it. Of course, since we can't partially refund your money, we can just refund all your money. But in this case, you will have to refuse the parcel on the way to you. So please, let us know what you have decided. Once more, we really apologize for the delay and would like to thank you for your extreme patience.

Yours faithfully,

**Letter 26.**

Dear Sir,

It's quite strange to see that your order has not been delivered, unless it was reshipped twice. We reshipped your order several times only because of the absence of tracking information therefore we do not know what happened with all the parcels. It a very rare case it happens when a client does not receive nether of 2 reshipped parcels. Would you like us to try the third time or would you prefer a refund in this situation?

Yours faithfully,

**Letter 27.**

Dear Sir,

We're aware of that you have 2 orders not yet delivered to you. The order ... was shipped on Jan 29. It was supposed to be delivered a couple of days ago. But since the tracking number does not give records and you claim the non receipt, we can reship it. Terms are already out. The order... which was first shipped to your US address was forwarded to you in Nigeria 2 weeks ago.

Yours faithfully,

**Letter 28.**

Dear Sir,

It's just incredible that your order was shipped 3 times, 3 different tracks were provided, but till now none of them gives records. We also can not understand how it is possible. But we still hope that the last tracking number provided will start giving records in the next days and we can follow your parcel and inform you daily how it moves. At the same time, we would like to inform you that it's your right to claim your money and we're ready to refund your credit card since we failed in delivering meds you ordered on time.

But sir, notice also that it's not our fault if tracking numbers are giving records. After tracks are provided by postal services, your parcel goes out of our control. On our side, we're going to inquiry postal services in order to know what went wrong with your order. We have another option. We refund your money and you pay if you receive at least one of the parcels shipped to you. Let's know the decision you made. Once more we really apologize for what happened and would like to thank you for your extreme patience.

Yours faithfully,

**Letter 29.**

Dear Sir,

Please, let us wait until Monday. If the order does not come we shall resend the medication for free with bonus pills (to compensate the extra you paid for fast delivery). If the order is delivered we shall send a parcel via express for \$16 only next time when you place an order with us.

Yours faithfully,

**Letter 30.**

Dear Sir,

Thank you for the message. The reshipped your order twice because there was no tracking information on the supplier's and customer's sites.

Yours faithfully, If you can not wait any more we shall issue a full refund back to your credit card asap.

Yours faithfully,

**Letter 31.**

Dear Sir,

Your order can be shipped tomorrow. It can hit within 6 or 7 days or can not. We can not give steady guaranties because how fast your order goes is out of our control. It depends on postal services. We get tracks from them. All we can say is that if you agree wait from 5 to 9 days then we can reship your order. Otherwise, we're going to refund your credit card. Please go attentively through the above written and let us the decision you made. We appreciate your taking the time.

Yours faithfully,

**Letter 32.**

Dear Sir,

Sorry for any misunderstanding. But in the previous email we asked if you need the package to be sent to you for free or you need a refund back to your credit card! Please go attentively through the previous letter. It said: All we can say is that if you agree wait from 5 to 9 days, we can reship your order. Otherwise, we're going to refund your credit card. Sorry for any misunderstanding again and let us know your decision. Hope to read from you as soon as possible so that we could once for ever clear this unpleasant for all of us case.

Yours faithfully

**Letter 33.**

Dear Sir,

It came out now that your track gives records and your parcel will be delivered to you in max 2 days. We really think that claiming to refund your money is not a good option any more, since you're getting it in 2 days. But regardless of that, if you keep on claiming to refund your card, please let us know and we will. Once more, thanks

for your extreme patience. We're aware of that you have been expecting your meds for more than a month.

Yours faithfully,

**Letter 34.**

Dear Sir,

We can offer you a free reshipping (we will ship out another package to you for free) or a refund (we will return you the money). Could you, please, write us back saying what you prefer?

Yours faithfully,

**Letter 35.**

Dear Sir,

We may reship the medication from another supplier and hope you will be satisfied to make another order a few weeks before you're out of your medication. Please note, that we need some time to approve, pack and send your order.

Yours faithfully,

**Letter 36.**

Dear Sir,

Every time we make a new free reshipping we have to pay for it, that is why we need a reason (stopped at customs or lost on the way) to ship out another package. So we couldn't ship out one more package as according to our information the package we sent on the 25.08 is on the way to you and everything is ok with it.

Yours faithfully,

**Letter 37.**

Dear Sir,

Your concerns prompted our company to send you an entire reshipment. We hope that we completely fulfilled your expectations. Your order was reshipped because the tracking information didn't appear in time and we were not able to track the order.

Please remember that if you feel that you don't want to wait any more we can return you the money. But if you prefer to get the medicine we will try to do our best and deliver it to you.

Yours faithfully,

**Letter 38.**

Dear Sir,

We're terribly sorry about this situation. At the moment the issue of reshipping is under consideration. We understand that your situation is quite difficult; therefore we can offer another option which is refund. If you tend to choose refund please let us know asap. Although, if you choose reshipping, one package will be delivered for sure. Please, inform us if you agree to have another package shipped. Thanks for your patience and comprehension.

Yours faithfully,

**Letter 39.**

Dear Sir,

Your message was received but not understood at all. Please if you have claims or requests let us know in clear terms and we shall see how we can be helpful. Your order was shipped on Oct 26 and already on the way to you. The next 4 days, you can expect it. We hope to hear from you in due course that the goods have reached you safely

Yours faithfully,

**Letter 40.**

Dear Sir,

We your message was received. We understand the situation. But first of all, it is not our fault that usps failed to carry your order to the right zip. That's the main reason for which you have not received it. For sure we submitted the right zip. We're ready to reship your order but for that please, read carefully what follows:



We can not submit a partial refund of the 16 USD you're claiming. All we can do is to convert them into additional pills. More over, you will have a bonus. If you agree on that, then we go ahead.

If you do not agree on the first point, useless to reship your order. We can refund all your money (145.80+32)USD. I hope we are now clear. All now depends on the decision you're going to make. To end, once more, the mistake in the zip does not come from us, more probably from postal services.

Yours faithfully,

#### **Letter 41.**

Dear Sir,

It's quite strange to see that your order isn't delivered yet, unless it arrived in your state around one week ago. The information is not updated yet. Please give us one or max 2 more days to wait for updates on the usps site. Also, please try to contact your nearest usps post office in order to know what went wrong with your parcel. Sorry for this inconvenience and taking time for reply.

Yours faithfully,

#### **Letter 42.**

Dear Sir,

Your message with concerns was received. The current status of your order is out of our control. Either the parcel is lost or information related to your track isn't updated yet. Anyway, we propose to reship your order free of charges tomorrow and provide a new tracking number, if you give your agreement of course. Please let's us know your opinion as fast as possible. Thanks for your patience.

Yours faithfully,

#### **Letter 43.**

Dear Sir,

However, according to the official delivery service your order was received and signed by you, please see below: Please, investigate the case at the local post office:

1) The person who took the parcel from the post office knew that you had to pick up that parcel

2) How did this person receive the tracking number and knew the day of the delivery?

Please, note that we e-mail tracking numbers to your clients! How comes that this person has the access to your email???

Yours faithfully,

#### **Letter 44.**

Dear Sir,

We sincerely do not understand why you're keeping on looking for your order with us. We think that if you had shown the willingness to clear that obscure case, you would have done it a long time ago. You have your track number in hands. You have a mail notification from postal services. Why not go there and claim your order? They must be able to provide full information about the person who picked your order and signed a proof of delivery. Postal services can not hand over parcels to unknown people. If it comes out that they handed over your parcel by mistake to someone else, they must be liable. You have for example the option to press charges against and for sure obtain satisfaction. So once more, your claims towards our company are unjustified and we can not satisfy them.

Yours faithfully,

#### **Letter 45.**

Dear Sir,

We have many questions to you and we have not yet received from your side clear answers to them. So please help us to clarify it, we are also concerned if making the truth in that story. The person who picked your order probably had the tracking number. How did he or she manage to get that tracking number which was mailed to you, if to take into account that, mails are private???. Who kept that person aware of that you're expecting a parcel?

Yours faithfully,

## **Exercises:**

### **1. Answer the following questions:**

- a. Why is a letter of adjustment also called a compensation letter?
- b. What is its objective?

### **2. Give dictionary definition of the words “courtesy” and “acknowledge”.**

### **3. Put the sentences into the proper order. (Mind the paragraphs!)**

As you can check by yourself your parcel hit your city already yesterday 31 December, (records from usps.com) tomorrow you're going to receive it. But in this case, you will have to refuse the parcel on the way to you. Dear Sir/Madam, Yours faithfully, We are fully aware of that there is a delay in delivering your parcel, delay which is out of our control. Once more, we really apologize for the delay and would like to thank you for your extreme patience. Of course, since we can't partially refund your money, we can just refund all your money. So please, let's us know what you have decided.

### **4. Read the following letter of adjustment. Find the beginning of each paragraph.**

Dear Sir, It's just incredible that your order was shipped 3 times, 3 different tracks were provided, but till now none of them gives records. We also can not understand how it is possible. But we still hope that the last tracking number provided will start giving records in the next days and we can follow your parcel and inform you daily how it moves. At the same time, we would like to inform you that it's your right to claim your money and we're ready to refund your credit card since we failed in delivering meds you ordered on time. But sir, notice also that it's not our fault if tracking numbers are giving records. After tracks are provided by postal services, your parcel goes out of our control. On our side, we're going to inquiry postal services in order to know what went wrong with your order. We have another option. We refund your money and you pay if you receive at least one of the parcels shipped

to you. Let's know the decision you made. Once more we really apologize for what happened and would like to thank you for your extreme patience.

Yours faithfully,

**5. Make up sentences from the words given. Read and translate the letter of adjustment:**

Dear Sir/Madam,

1. any, sold, we, that, our, never, information, We, concerning, claim, clients, have.
2. to, not, other, interest, stores, us, of, clients, It, to, any, to, our, advertise, is.
3. our, not, It's, fault.
4. affiliates, from, The, who, customers, spam, one, to, problem, e-mails, was, came, of, our, using.
5. mail, And, address, blocked, that, because, many, servers, of, our, by, was.
6. have, too, with, we, So, problems, now, e-mails.
7. kind, reputation, involved, this, are, activities, We're, for, harmful, our, not, in, of, and, they.
8. victims, are, We, too.
9. in, It's, using, our, of, activities, interest, boxes, customer's, none, our, spam.

Yours faithfully,

**6. Write 3 letters of adjustment using the underlined word combinations**

## Appendix

### Other problems

**Read the letters and translate them. Pay attention to the underlined vocabulary.**

#### Letter 1.

Dear Sir,

Unfortunately in stock we have...and other products listed in one our previous mails. We do not have the medication... under hands right now but we can investigate. It will take max one or 2 days. The product .. is available now and displayed on the site.

Yours faithfully,

#### Letter 2.

Dear Sir,

However our doctor advised to visit your personal physician, as these problems can not be solved online. The cases are different and the treatment is different. Please, visit the local clinic to have all the blood tests made.

Yours faithfully,

#### Letter 3.

Dear Sir,

We can not instruct you in the serious issue like this from the site. The second piece of the information provided by you concerning the disease is for your doctor. Please do not forget to enter the reason for buying this medication in the order form for our doctor.

Yours faithfully,

**Letter 4.**

Dear Sir,

We are really sorry for this misunderstanding however we do not do Express shipping to Germany and the order was sent with a regular air mail.

Yours faithfully,

**Letter 5.**

Dear Sir,

Unfortunately we do not have overnight shipping. The soonest delivery is 5-9 business days. We would be glad to send it faster for free but there is no such opportunity.

Yours faithfully,

**Letter 6.**

Dear Sir,

Unfortunately we have no shopping cart on our website. If you make several orders within 24 hours, you pay for one delivery only, but in such cases we do not sum up medications costs for your next free delivery.

Yours faithfully,

**Letter 7.**

Dear Sir,

Thank you for your message, however we never provide discount coupons, we add 20% of bonus pills (tabs, caps etc) to every new order you place with us since you're our loyal customer. If you place the second order today you won't get the discount as your first order hasn't been shipped yet. You need to wait until your first order is shipped.

Yours faithfully,

**Letter 8.**

Dear Sir,

Your request to forward your parcel to another address is impossible to satisfy. There was already an attempt to deliver it 2 days ago at the previous provided address. Now it's too late to change anything. The tracking number is ... You may contact the post office with this number and ask them to redeliver the package to any address.

Yours faithfully,

**Letter 9.**

Dear Sir,

However we can not influence the USPS to leave the package at your door, if you could contact them and ask for this options, it might work,

Yours faithfully,

**Letter 10.**

Dear Sir,

Could it be so that we are talking about different online pharmacies? You have never ordered any kind of meds with us. That call was not coming from our company. We never move that way. So you probably inquired us by mistake. As an old customer too, we could not find you. So please check out at your end and come back to us.

Yours faithfully,

**Letter 11.**

Dear Sir,

We are aware of that you were not satisfied by the product received in pills and would like to receive caps. We do not want to hurry shipping to you a product you won't be happy with. So we have other products manufactured by other companies and if you agree, we can ship another parcel to you, free of charges.

Yours faithfully,

**Letter 12.**

Dear Sir,

We should appreciate it very much if you could send us a picture of the pills you received. We have 2 kinds of this product (in capsule form and in tablet form). So if you are not satisfied by the one received, we can send to you the other one. We send from different manufacturers, therefore there is a difference in color and shape.

Yours faithfully,

**Letter 13.**

Dear Sir,

It is your personal reaction to the meds. We have a lot of regular customers who order this medication and they are satisfied with it. We can make a full free reshipping of this meds for you, but from another manufacturer, if you agree.

Waiting for your reply.

Yours faithfully,

**Letter 14.**

Dear Sir,

Your message was received. First of all we apologize for that you received your parcel with missing pills. We will investigate in order to know what went wrong. So what we can do now is to add your 50 missing pills to your next order. Means beside the bonus you can expect as returning customer 50 more pills are going to be added. The other option is to arrange the shipping of your 50 missing pills. Please let us know the decision you made and everything will be done according to your will.

Yours faithfully,

**Letter 15.**

Dear Sir,

We offer to compensate missing grams for this order in your next order. That means that in your next order you can expect from us 4 additional tubes of 30g. If that



option is good for you let's know. Otherwise, we can prepare the 4 missing tubes and ship them to you in the next days. Please let's know asap the decision you made.

Yours faithfully,

### **Letter 16.**

Dear Sir,

We are very sorry for the situation with your order. The fact that you received your order with missing pills is a mistake, and we deeply apologize for it. Obviously, we are willing to compensate this situation. We have two options to offer you:

We can either add these missing pills to your next order (in addition to the regular 20% bonus pills for returning customers) or we can ship them separately, if you need them asap. Please let us know which option you prefer.

Waiting for your reply.

Yours faithfully,

### **Letter 17.**

Dear Sir,

We're going to refund your credit card. But it's quite strange that you claim your money 2 days after the receipt. For sure crushed pills were not shipped to you. Postal or customs services are probably liable for that. We hope we did our best in order to make your order hit you on time. If something went wrong, we apologize for that. And since you do not want to give us a second chance, we're refunding your card.

Yours faithfully,

### **Letter 18.**

Dear Sir,

We claim that we have never sold any information concerning our clients. It is not of any interest to us to advertise other stores to our clients. It's not our fault. The problem came from one of our affiliates who were using e-mails to spam customers. And because of that, our address was blocked by many mail servers. So now we have problems with e-mails too. We're not involved in this kind of activities and they are

harmful for our reputation. We are victims too. It's none of our interest using our customer's boxes in spam activities.

Yours faithfully,

**Letter 19.**

Dear Sir,

Thank you for your message. Unfortunately we can not advice how to use the server, however, if you just try to order once again, may be it will work.

Yours faithfully,

**Letter 20.**

Dear Sir,

We should appreciate if you let us add the bonus pills to the next order placed by you (whenever you want) to cover fast shipping cost. Or we could send the next order with EMS for standard shipping cost.

Yours faithfully,

**Letter 21.**

Dear Sir,

The order was declined by the processor. Unfortunately our processing company does not give us any reasons or explanations when the credit card is declined.

However, this does not necessarily mean that there is something wrong with your card or with the information you provided. Please try to place your order once again in 24 hours from your last attempt. Sorry for any inconveniences.

Yours faithfully,

**Letter 22.**

Dear Sir,

Please, never more disclose any kind of information by phone to anyone. You were probably abused.

So all we can advice you now is to contact your bank and claim a charge back. Make sure to do that as soon as possible.

Yours faithfully,

**Letter 23.**

Dear Sir,

Your message was received. We were extremely surprised and astonished by your claims. Please look attentively. 2 dates are indicated on the tubes: mfg (manufacturing date) and exp (expiration date). Probably, you did not pay enough attention to that. Anyway, on our side, we're going to inquire and know, if what you claim is right. In this case, we will have to reship your order free or charges with additional tubes. Please make sure to forward to ... a picture of the product you received. That will ease our investigations. Thank you for your message and reporting about this fact.

Yours faithfully,

**Letter 24.**

Dear Sir,

We would like to inform you that the medications you received expire on June 2010. It's indicated on the reverse side of strips you received. We can forward to you by mail, if necessary, the picture of the strips you received with an expiration date mentioned on them. So do not worry about that, we never ship outdated medications to our customers.

Yours faithfully,

**Letter 25.**

Dear Sir,

You are not able to take this medication with Valium, as Valium is mentioned in the list of contra-indicated medications, which can not be taken together with it.

Yours faithfully,

### **Letter 26.**

Dear Sir,

In fact, you did not receive caps by mistake. We have that product in caps. Pills were displayed on the site by mistake. We really apologize for that and thanks for having paid our attention to that. Anyway, we're going to look for pills if available and make sure to ship them to you free of charge. We would appreciate if you confirm when you receive this message.

Yours faithfully,

### **Letter 27.**

Dear Sir,

Your order was already shipped on: ..... and we can not stop it. Make sure to return the parcel, do not take it, and refuse it when the order arrives at destination. Afterwards we will refund your money. If you don't do so, you will never be able to order from us again.

Yours faithfully,

### **Letter 28.**

Dear Sir,

Please notice that it's none of our interest spamming our customers. None of our interest selling e-mail lists. Why to spam our customers or disclose their mail boxes. We also face the same problem. We're receiving spam even in our working boxes. And for sure, the mails you received are not related or advertising our store. Please just make sure to forward to us as least of them. That will help us investigate from where they can come.

Yours faithfully,

### **Exercises:**

- 1. Study the underlined word combinations and come up with their Russian equivalents.**
- 2. Use the underlined vocabulary in the 4 letters of your own.**

## ANSWER KEY

### Letters of Inquiry

2. 1. Sir/Madam 2. know 3. faithfully

3. 1. Dear Mrs Austin, 2. Dear John, 4. Yours sincerely, 5. Love, Kiko  
6. Yours faithfully,

### Letters of Reply

2. Correct variant:

Dear Sir,

Your message was received. Coming back to your first message, please make deep acquaintance with the following:

1- We have generics ... which are good quality products extremely appreciated by our customers. They do not differ from brand medications at all except names.

2- We would like to make sure you're going to be satisfied by our product. We can offer you to try both products and let's know the one you prefer.

Currently, your order is not shipped yet. We expect a fast reply from your side in order to complete shipping. We hope to hear from you as soon as possible in order to proceed.

Yours faithfully,

3. 1. message 2. credit 3. website 4. holds 5. assurance 6. insured 7. relying

8. provided 9. certificate 10. risk 11. purchase 12. up to 13. can not 14. with  
15. Yours

### Sales letters

2. 1. work 2. leading 3. advertising 4. independent 5. company 6. authorization 7.  
called 8. used 9. engine 10. increase 11. However 12. unexpected  
13. great 14. price 15. discount 16. which 17. business 18. powerful  
19. definitely 20. faithfully

### Letters of Order/Response

2. 1. have 2. registered 3. has 4. mean 5. wasn't charged 6. didn't charge  
7. don't have 8. place 9. check 10. were charged

## Letters of Complaint

3. 1. Sir/Madam 2. reshipped 3. no 4. order 5. received 6. what 7. getting 8. to  
9. mail 10. tracking log 11. new 12. number 13. Will 14. faithfully

## Letters of Adjustment

3. Dear Sir/Madam,

We are fully aware of that there is a delay in delivering your parcel, delay which is out of our control. As you can check by yourself your parcel hit your city already yesterday 31 December, (records from usps.com) tomorrow you're going to receive it. Of course, since we can't partially refund your money, we can just refund all your money. But in this case, you will have to refuse the parcel on the way to you. So please, let's us know what you have decided. Once more, we really apologize for the delay and would like to thank you for your extreme patience.

Yours faithfully,

4. Dear Sir,

It's just incredible that your order was shipped 3 times, 3 different tracks were provided, but till now none of them gives records. We also can not understand how it is possible. But we still hope that the last tracking number provided will start giving records in the next days and we can follow your parcel and inform you daily how it moves. At the same time, we would like to inform you that it's your right to claim your money and we're ready to refund your credit card since we failed in delivering meds you ordered on time.

But sir, notice also that it's not our fault if tracking numbers are giving records. After tracks are provided by postal services, your parcel goes out of our control. On our side, we're going to inquiry postal services in order to know what went wrong with your order. We have another option. We refund your money and you pay if you receive at least one of the parcels shipped to you.

Let's know the decision you made. Once more we really apologize for what happened and would like to thank you for your extreme patience.

Yours faithfully,

5. Dear Sir/Madam,

1. We claim that we have never sold any information concerning our clients.

2. It is not of any interest to us to advertise other stores to our clients.

3. It's not our fault.

4. The problem came from one of our affiliates who was using e-mails to spam customers.

5. And because of that, our address was blocked by many mail servers.

6. So now we have problems with e-mails too.

7. We're not involved in this kind of activities and they are harmful for our reputation.

8. We are victims too.

9. It's none of our interest using our customer's boxes in spam activities.

Yours faithfully,

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