Objet : Confirmation de l’envoi de commande

V/réf. : N° 327

N/réf. : YA/DD/N° CDCOP327

Monsieur,

En la date du, vous avez passé la commande n° et nous vous en remercions.

Après consultation de notre atelier de fabrication, nous avons le plaisir de vous informer que votre demande est enregistrée dès ce jour.

Votre commande sera acheminée par route à l’adresse suivante :

Votre colis devrait vous parvenir sous un délai de 3 jours.

Vous remerciant de votre confiance, nous vous prions d’agréer, Monsieur, l’expression de nos cordiales salutations.

Objet : Encours, Crédit insuffisant

N/réf. : LD/DD/N° NO\_CLIENT

Messieurs,

J’accuse bonne réception de votre commande N° du pour un montant de.

Nous avons constaté que vous n’avez pas assez de crédit pour acquérir les objets commandés.

Avant de pouvoir traiter votre commande, je vous prie de bien vouloir régler la somme de.

Vous remerciant de faire le nécessaire, et restant à votre entière disposition pour toute question, nous vous prions d'agréer, Messieurs, l'expression de nos salutations distinguées.

Objet : Erreur de livraison

N/réf. : YA/DD/N° 1894

Monsieur,

J'ai bien reçu votre courrier du daté, relatif à l'erreur de livraison.

Votre bon de commande   
Livraison

Notre magasinier passera chez vous dans la semaine pour vous remettre et il récupéra.

Vous remerciant de votre confiance, nous vous prions d’agréer, Monsieur, l’expression de nos cordiales salutations.

Email magasinier

Confirmation BDC

Bonjour,

Je vous remercie de bien vouloir préparer la livraison de la commande n° pour notre client.

Veuillez me renvoyer une copie du bon de livraison, tamponnée par le client.

Email magasinier

Défaut fabrication

Bonjour,

Par un défaut de fabrication, je vous prie de bien vouloir renvoyer au fournisseur tous les articles avec le n° TCY005 DURGA.

Objet : deuxième relance

N/réf. : LD/DD/N° NO\_CLIENT/N° NO\_FACTURE

P.J. : Facture N° NO\_FACTURE

Messieurs,

Je me permets de revenir vers vous afin de vous préciser que les délais de paiement de la facture  
N°, montant €, du date, ont, à ce jour, atteint un retard de jours.

Afin d’éviter que ce retard paiement ne nuise à nos relations commerciales, je suis malheureusement dans l’obligation de vous demander de vous acquitter de votre paiement le plus rapidement possible afin que ce désagrément ne se transforme en litige.

Pourriez-vous s’il vous plaît me préciser le jour où le paiement sera réalisé ? A toutes fins utiles, veuillez trouver ci-joint la facture ainsi que les coordonnées bancaires de l’entreprise.

Si le paiement a déjà été réalisé, je vous prie de bien vouloir ignorer ce mail. Je vous remercie par avance pour votre collaboration.

Vous remerciant de faire le nécessaire, et restant à votre entière disposition pour toute question, nous vous prions d'agréer, Messieurs, l'expression de nos salutations distinguées.

Objet : troisième relance

N/réf. : LD/DD/N° NO\_CLIENT/N° NO\_FACTURE

P.J. : Facture N° NO\_FACTURE

Messieurs,

Je me permets de revenir vers vous car nous vous avons contacté à plusieurs reprises afin de solliciter de votre part le règlement de la facture N°, montant €, du, dont le retard atteint à présent 40 jours.

Aujourd’hui, nous avons atteint un point critique et nous sommes donc contraint de devoir vous demander de vous acquitter dans l’immédiat et sans délais du montant de la facture ci-jointe afin d’éviter que ce dossier ne soit transféré aux contentieux.

Je vous prie de bien vouloir me contacter dès réception de la présente afin de me préciser quand le paiement sera effectué. Sans action de votre part, nous serons contraints d’engager une action en justice à votre encontre.

Je vous remercie par avance pour votre collaboration.

Mes sincères salutations.

Objet : quatrième relance

N/réf. : LD/DD/N° NO\_CLIENT/N° NO\_FACTURE

P.J. : Facture N° NO\_FACTURE

Messieurs,

Malgré plusieurs relances lettres et téléphoniques de notre part, la facture N°, montant €, du datée, demeure à ce jour impayée.

En conséquence, si vous ne vous êtes pas acquittés du paiement escompté sous une semaine, la gravité de la situation nous contrait à engager des actions en justice en votre encontre.

Veuillez agréer, Messieurs, nos salutations distinguées.

# Objet : Invitation à l’occasion de

Chère cliente, Cher client,

*NOM SOCIETE* ouvre une nouvelle agence le 9 octobre 2017 au 145 Champs Elysées.

Vous êtes importants pour nous et c'est la raison pour laquelle vous êtes chaleureusement conviés pour l’inauguration :

Le   
à partir de   
à l’adresse

Pour réserver vos places, veuillez compléter et nous retourner avant le DATE le coupon au bas de la page.

A bientôt !

L’équipe de

✂

Sujet et date

Coupon réponse :

Nom et Prénom

Nombre de personnes

Numéro téléphone

Adresse mail

Réponse souhaitée avant le date à nom à l’adresse ci-dessus

**Aanhef**

Dear Mr. Brown

Dear Ms. Brown

Dear Sir

Dear Madam

Dear Sir or Madam

Gentlemen

**Terms of payment**

Franco de port Shipping will be free of charge,  
carriage and packaging paid,  
for all orders equal or superior to € 850 excluding tax

Livraison Delivery will be made within one month of processing the order

Transport As arranged, the consignment will be transported by road and freight by carrier x.

As arranged, it will be transported by air freight from UK to your factory in Nairobi

Discount A discount of 1.5% can be granted for cash payment, i.e. within 8 days

Payment Our invoices are payable

according to the terms  
negotiated individually with each customer

Consignment The consignment is ready for immediate delivery

Prices Prices are ex-works; packing and insurance are payable by you

Confirmation We confirm your order for 500 pairs of green socks

Stock The items are in stock and should be ready for despatch by next week

Problems Due to problems at our manufacturing plant, we are unable to deliver your order No. 77

Order stands Unless we receive instructions from you to the contrary, we will assume that your order still stands.

**Starting**

We are writing…

To inform you that

To confirm that

To request for

To enquire about

I am contacting you for the following reason

I recently read/heard about… and would like to know

Having seen your advertisement in… I would like to…

I would be interested in obtaining/receiving…

I received your address from… and would like to…

**Referring to previous contact**

Thank you for your letter of March 15

Thank you for contacting us

In reply to your request

Thank you for your letter regarding

With reference to our telephone conversation yesterday

Further to our meeting last week

It was a pleasure meeting you in London last month

I enjoyed having lunch with you last week in Tokyo

I would just like to confirm the main points we discussed on Tuesday

**Making a request**

We would appreciate it if you would …

I would be grateful if you could …

Could you please send me …

Could you possibly tell us/let us have…

In addition, I would like to receive

It would be helpful if you could send us

I am interested in obtaining/receiving

I would appreciate your immediate attention to this matter

Please let me know what action you propose to take

**Offering help**

Would you like us to

We would be happy to

We are quite willing to

Our company would be pleased to

**Giving good news**

We are pleased to announce that

We are delighted to inform you that

You will be pleased to learn that

**Giving bad news**

We regret to inform you that

I am afraid it would not be possible to

Unfortunately, we cannot/we are unable to

After careful consideration we have decided (not) to

**Complaining**

I am writing to express my dissatisfaction with

I am writing to complain about

Please note that the goods we ordered on (date) have not yet arrived

We regret to inform you that our order no … is now considerably overdue

I would like to query the transport charges which seem unusually high

**Apologizing**

We are sorry for the delay in replying to

I regret any inconvenience caused (by)

I would like to apologize for the (delay, inconvenience)

Once again, please accept my apologies for

**Orders**

Thank you for your quotation of

We are pleased to place an order with your company for

We would like to cancel our order n°

Please confirm receipt of our order

I am pleased to acknowledge receipt of your order n°

Your order will be processed as quickly as possible

It will take about (two/three) weeks to process your order

We can guarantee your delivery before

Unfortunately these articles are no longer available/are out of stock

**Prices**

Please send us your price list

You will find enclosed our most recent catalogue and price list

Please note that our prices are subject to change without notice

We have pleasure in enclosing a detailed quotation

We can make you a firm offer of

**Referring to payment**

Our terms of payment are as follows

Our records show that we have not yet received payment of

According to our records

Please send payment as soon as possible

You will receive a credit note for the sum of

**Enclosing documents**

I am enclosing (attaching)

Please find enclosed (attached)

You will find enclosed (attached)

**Closing remarks**

If we can be of any further assistance, please let us know

If I can help in any way, please do not hesitate to contact me

If you require more information

For further details

Thank you for taking this into consideration

Thank you for your help

We hope you are happy with this arrangement

We hope you can settle this matter to our satisfaction

**Referring to future business**

We look forward to a successful working relationship in the future

We would be (very) pleased to do business with your company

I would be happy to have an opportunity to work with your firm

**Referring to future contact**

I look forward to seeing you next week

Looking forward to hearing from you

Looking forward to receiving your comments

I look forward to meeting you on the ...

I would appreciate a reply at your earliest convenience.

An early reply would be appreciated

**Ending business letters**

Sincerely

Yours sincerely of Sincerely yours

Yours faithfully if you don't have the name, dear Sir, dear Madam, dear Sir and Madam

Kind regards

Regards

**Letter 1**

ZI Route du Puech  
12000 Rodez  
Tel: +33 606 23 44 78  
Fax: +33 606 23 44 80

John Smith  
Managing Director  
Super Gifts  
6 Pine Avenue  
Gillingham, Kent ME 25 KE58  
Angleterre

August 27, 2017

Dear Mr Smith,

**Subject: xxx**

Thank you for your interest in our products.

I am pleased to give our estimate of costs for xxx as requested. I have enclosed some information regarding our support packages and online materials, so you can see the full range of offers.

Shipping will be free of charge, carriage and packaging paid, for all orders equal or superior to € 850 excluding tax.

I am pleased to offer you a discount of 1.5% provided that the invoice is paid within 8 days of receiving the order.

Delivery will be made within six days of receipt of your order. As arranged, the consignment will be transported by road and freight by carrier xxx.

I would appreciate it if you could acknowledge receipt of this letter.

Yours sincerely,

xxx  
Commercial Director

Enclosure: xxx

**Letter 2**

ZI Route du Puech  
12000 Rodez  
Tel: +33 606 23 44 78  
Fax: +33 606 23 44 80

John Smith  
Managing Director  
Super Gifts  
6 Pine Avenue  
Gillingham, Kent ME 25 KE58  
Angleterre

Mai 27, 2017

Dear Mr xxx,

**Subject: xxx**

Thank you for your enquiry of 28 June in which you expressed an interest in retailing a selection of our products in your shops in France.

Please find enclosed our current brochure and price list.

In response to your request for a 20% trade discount, we regret that we cannot offer more than 15%. However, we do give a 5% quantity discount on orders over xxx. We are sure that you will agree that these terms are highly competitive.

We are confident that we can deliver within two months as you require, but wish to emphasize that payment will have to be by sight draft until we have established a business relationship.

Thank you for your interest and we hope to hear from you soon.

Yours sincerely,

xxx  
Commercial Director

Enclosure: xxx

**Facsimile**

From: Maartje HEYMANS (Dominique ROCCASERRA)

To: Chris Bryson (Bryson Enterprise)

Subject: Delivery problem – order ref. BE127

Dear Mr Bryson,

We hereby acknowledge receipt of your message regarding the single shutter ref VF5620, which seems to be too big for the openings of the toilet on the ground floor in the holiday village.

We are terribly sorry, it appears to be a mistake on our side and this matter will be treated as a matter of the utmost urgency.

Our technician will drop by as soon as possible to replace the shutters. The material must be rendered in the original packaging and as new, together with the original shipping bill. We will get back to you on Friday to make an appointment.

Thank you for the understanding and patience shown in this particular case. We are at your disposal for any further inquiries.

Kind regards,

Dominique