Date

Recipient Name

Title

Company

Address  
City, ST ZIP Code

Dear Recipient Name:

With reference to order number 12345, ABC company is issuing this debit note in order to make a claim for some damaged items received from you. The shipment sent by you on 20th March contained 50 broken goods. A detailed report about the damage has been enclosed with this letter.

The broken items have been shipped back to you through XYZ couriers. The expected delivery will take place in 3 to 4 business days.

ABC demands for a refund for the damaged goods. The claimed amount equals to $5,400 for the 50 returned items along with $16.5 as sales tax per piece. In addition, the return shipment costs $530. This adds up to a total of $6,755.00. Kindly reimburse the claimed amount. We expect the refund to be made within 14 working days as per your compensation policy. Since the company has been doing business with you for a considerable period of time, it is hoped that you give the matter due consideration and speed up the refund process.

ABC has always put its faith in you as a trustworthy vendor. Although we have always been satisfied with your products, it is quite unfortunate that your last shipment has not been up to the mark. ABC hopes that you take notice of the incidence and take measures to ensure it does not happen in future.

Sincerely,

[Your Name]