Date: [DATE]

[Company Name]  
[Address, City, STATE, Zip]  
[Contact]  
[Website]

Address to:

[Company Name]  
[Address]

Subject: Subject line here

Dear Samuel,

We regret to intimate it to you that the products you delivered in last batch 8 (write down the batch code) have a plethora of malfunctions and defects in them on account of which we are not in the position to forward them to the sales department.

Owing to this amateur exhibition from your end, our store had to go through a huge loss and we're still recovering from it. Nonetheless, the company board has decided not to penalize you as we have had a healthy business relationship for over a decade now.

Henceforth, we are only quitting this matter with a warning for you to not repeat your mistake for, if it, in an unfortunate event, takes place again, we will have no other option but to take a strict disciplinary measure.

Enclosed in this letter is an instructions page following which you can repair the products and deliver us back again within 15-working days. Please read the protocols carefully before you initiate the manufacturing process so you may dispatch perfectly working articles

Should you have any queries related to anything, please feel free to contact me at [X] during work hours.

Sincerely,

Max