To

[The Recipient Name]

**Subject: Special Rate Request for [XYZ]**

I regret to inform you the crockery articles you delivered at (hotel name or residency address) on (date, day, and time) were damaged. We unpacked everything in the presence of your supplier and asked him to take everything back to the warehouse. We had to arrange an event for (number of people) and this sudden incident caused great trouble. Your supplier apologized on the company’s behalf and explained it was all rider's mistake. Your team also promised to compensate for the loss.

However, your slight mistake caused great damage to us as we had to order additional crockery items at the eleventh hour. For that, we paid double the amount to the supplier to transfer everything to our place on time.

After all this inconvenience, no one from your team contacted us. We are writing this formal request letter directly to you because as the manager of (company name) you can check with your team and inquire about this incident.

We would appreciate it if you grant a coupon code or any special discount to (hotel name).  in this way, you will not only compensate for the previous loss but also will get more orders from our team. We have been working with your team since (date or year) and in all these years we have never experienced any such incident. It happened once and we hope it will not happen again; we will continue to work together in the future.

We are waiting for your letter to inform us about your inquiry and the special discounts for our (hotel name).

Yours sincerely.

[NAME]  
[COMPANY]