

BUSINESS LETTERS

Letter of Quotations, Clarification, Placing orders & Complaint letter

A quotation letter or a quotation mail is an official letter sent out to a manufacturer, a distributor or an organisation who deliver the required products or services. A request for a quotation is an enquiry about the prices and availability of the products or services. The main reason behind requesting a quotation letter is to evaluate if the particular product or service can be afforded or is well within the budget of the buyer.

Before you send a quotation request, ensure that you know perfectly well about what you need. List out clearly the product/service and the quantity required along with the specifications, if any. In case you are not sure about something, you can ask the distributor/manufacturer to provide details regarding the same. Check for the availability of the required quantity of products/services and enquire about the shipping cost as well. Be sure to let your receiver know that you are expecting a response from their side within a particular date.

Sample Quotation Letter –

Requesting for a Quotation Letter with the Fee Details of Various Courses

25 B, Pavilion Apartments

Anna Nagar

Chennai – 600023

12th January, 2024

The Managing Director

VITA Training Academy

Anna Nagar

Chennai – 600023

Respected Sir/Mam,

Subject: Enquiry about Selenium Automation with Java/Python and Selenium with Appium courses

I have been working as a Manual Tester for four years. I am looking for short-term certificate courses to upskill myself and to suit the growing needs of my company. I came across your institute and found it to be highly promising and efficient.

I would like to know the details about the fees and duration of the Selenium Automation with Java/Python and Selenium with Appium courses. It would be highly appreciated if you could provide me with a quotation of the fees applicable for each of the courses as I have to submit it to the management. Also, if there are other Automation courses that would be suitable, please let me know.

I request you to kindly send me the quotation letter as soon as possible so that I can start taking classes soon.

Thanking you

Yours faithfully,

Signature

SHANU SHYAM

Sample Quotation Letter – Responding to the Request for a Quotation Letter

VITA Training Academy

39, Alangad Census Town

Paravur, Ernakulam – 683513

14 January, 2024

Mr. Shanu Shyam

25 B, Pavilion Apartments

Anna Nagar

Chennai – 600023

Dear Sir,

Subject: Reply to your request for quotation letter dated 12/01/2024

Thank you for your letter. We appreciate your interest in taking up certificate courses at our training centre.

We would like to point out that we offer hands-on training for all IT related courses. You will also be required to work on a real-time project for the successful completion of the course.

Given below are details regarding the various courses for your reference. We have also given the fee details for other courses related to Selenium automation.

S. No.	Course	Duration	Fee (INR)
1.	Selenium with Java	40 hours	12000
2.	Selenium with Python	45 hours	15000
3.	Selenium with Appium	40 hours	18000
4.	Selenium with Rest API	50 hours	20000

Please feel free to contact us in case of any doubts or queries.

Yours faithfully,

Signature of the Managing Director

VIVIN CHRISTO

Managing Director, VITA Training Academy

Contact number: 99999 12345

Email id : name.name123@email.com

Sample Quotation Email Format – Requesting a Quotation for the Bulk Purchase of Products

Recipient's email id: name.256@email.com

Dear Sir/Ma'am,

Subject: Request for a Quotation for the Bulk Purchase of Products

Following our discussions with your Sales and Marketing Manager, we are pleased to inform you that we would like to purchase the following products from your company.

S. No.	Product	Required Specifications	Quantity
1.	Dell Inspiron 14 2-in-1 Laptop	11th Generation Intel Core i3-1125G4 Processor (8MB Cache, up to 3.7GHz)	25
2.	HP Chromebook MediaTek Kompanio 500	4 GB/64 GB EMMC Storage/Chrome OS 11.6 inch	40
3.	IdeaPad Slim 3i	10th Generation Intel Core i3, 256 GB M.2 2242 SSD, 15.6 inch	45

4.	ASUS ZenBook 14	Intel Core i5-1135G7 11th Generation, 14-inch	25
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We would be open to having a deal as we would like to buy these products in large quantities, if you have offers on bulk purchases. Kindly send us a quotation for the above-mentioned products so we can discuss and proceed with the order. Hope and trust that you will quote the most favourable terms and prices. We expect a reply from you by the 15th of January, 2024.

Please feel free to reach out to us in case you require any further clarifications. Looking forward to hearing from you.

Thank you very much

Sincerely,

STANLEY GEORGE

Contact number: 99999 12345

Email id : name.name@email.com

What is the format of an Placing order letter?

The main purpose of writing an order letter is to inform the buyer/seller about the details of the items bought/sold. It also serves as documentation for further reference and record keeping. An order letter format is similar to the format of a formal letter. It must contain the following details:

- The items/products you want to purchase.
- The quantity, colour and other specifications of the products.
- The mode of payment and shipment details in the order confirmation letter sent by the seller.

An order letter should be clear and precise. See to that you use a polite and professional note. Specify all the required details without missing out on anything in order to avoid any sort of confusion. Show that you trust the recipient and thank them for their service. Do not hesitate to get in touch with the recipient in case of

any queries. The letter should be signed by the sender. Order letters are usually written on the letterhead of the company instead of a plain A4 sheet.

An order letter must contain the following information:

- Sender's Address
- Date
- Receiver's Address
- Subject
- Salutation
- Body of the Letter – consisting of the list of items you want to buy or what you have sold
- Complimentary closing
- Signature
- Name in block letters
- Designation (if any)

Purchase Letter Format – Order for Books

Aditya Public School

23/108, G K N M Street,

Sivananda Colony

Coimbatore – 641026

13th January, 2024

The Manager

56, Cheran Book House

Town Hall

Coimbatore – 641033

Dear Sir/Ma'am,

Subject: Order for CBSE textbooks

I am writing to you to place an order for CBSE textbooks. As per our discussions yesterday, we are glad to have you as our distributor.

The books and the required quantity are as follows:

S. No.	Subject	Class	No. of Copies
1.	Science	Class 6 – 10	500
2.	Social Science	Class 6 – 10	500
3.	Maths	Class 8 – 10	300
4.	English	Class 6 – 10	500
5.	Hindi	Class 6 – 8	350
6.	Sanskrit	Class 6 – 8	350
7.	English Supplementary Texts	Class 6 – 10	500

The prices for the books were discussed in the meeting, and we have received a quotation that is feasible. The manager has promised to deliver all the books within 7 working days. I would also like to order some books for the library once I receive these books.

Kindly find attached the cheque (cheque number: 356xxxxxxxxxxxx652) dated 13/01/2024 for Rs. 5,000 as an advance payment for the order. Please feel free to contact us in case of any clarifications.

Thanking you

Sincerely,

Signature of the sender

SOORAJ SANTHOSH

Contact number : 99999 12345

Email id : name.name@email.com

Attached documents: Cheque

A copy of the quotation

Seeking Clarification letter

How to Write a Letter of Enquiry?

A letter of enquiry is a letter written to enquire about something that you want to know. When writing a letter of enquiry, make sure to mention a list of all the details you would want to gather about the product you would like to purchase or the service you would like to avail. Also, ensure that you provide your contact details accurately so that the service provider can get back to you with the details you have asked for.

Format Sample Regarding Return and Replacement of Damaged Products

142 C, Blue Bird Apartments

Firefly Lane

Adegodi

Bangalore – 560027

05/01/2022

The HR Manager

Ellys Academy

Whitefield

Bangalore – 560066

Sir/Mam,

Subject: Enquiry about the procedure of return and replacement

I am Rachel Green, Assistant Buyer at Tailorman Clothing Company. I had ordered 100 suits on the 2nd of January, 2022, and I received them today (08/01/2022). Upon checking them, I found that product numbers 22, 26, 54, 72, 89 and 93 have been damaged. I would like to know the procedure for return and replacement that is followed. It would be of great help if you could kindly get back to me with the details as soon as possible so that I can initiate the process of return at the earliest as we require the suits for an event next week.

Thank you in advance.

Sincerely,

RACHEL GREEN

Assistant Buyer

Tailorman Clothing Company

Contact: 99999 12345

How to Write a Complaint Letter?

Complaint letters are written to the concerned authorities when you are not satisfied with some service, or you have a problem that needs to be addressed. See

to it that you write the letter in a polite manner. The format of a complaint letter follows the format of a formal letter. To write a complaint letter, you can start with the sender's address followed by the date, the receiver's address, the subject, salutation, body of the letter, complimentary closing, signature and name in block letters.

Complaint Letter Sample – Damaged Product Received

5/652, SNV Street

VKL Colony

Hyderabad – 500025

18 January, 2024

The Manager

Customer Service Department

Taurus Shop

New Delhi – 110023

Subject: Complaint about a damaged product received

Sir/Ma'am,

I had purchased a black top from your online store. I received the product today, and I tried filing a return request as the size is smaller than the one I had ordered, and the cloth is torn on the left side. For some reason, the return request is not being filed. The page is either getting redirected or stuck. I have tried multiple times, and I could not go through with it. Can you please check and let me know if

the return request has been filed for the order no. 3049. If not, kindly let me know what I should do to return the product.

I am attaching herewith photographs of the damaged portion of the top and the opening video for your reference.

Thank you

Yours sincerely,

Signature

SINDHU SHANKAR