

Letter Writing (Formal)

Types

1. Complaint Letter

(defective purchase / product / service / faulty service / unfair warranty issues)

2. Editorial letter

3. Placing order letter

4. Enquiry Letter

5. Invitation

Format

Sender's address

Date (DD - Month - YYYY)

Receiver's address

Subject

Salutation

Content

(a) Para (grievance / problem, date of purchase, invoice no.)

(b) Para (details of problem / condition of the product)

(c) Para (request for repair / refund / replacement / warranty)

(d) Para (conclusion / attachments)

Thanking you you

Yours faithfully (addressing sir/madam/sincerely)

Name

Designation

Letter of Placing Order

Placing and receiving orders through letters come under the business category of letter.

An Order letter is the one that is written by the person / company placing orders for goods or items.

Points to be followed:-

- This letter should be written in a very well formatted
- The language of the letter should be very formal.
- These letters are to be written to the point only
- All the necessary information to be provided in the letter
- Avoid vague and uncertain language, as clarity is very important.
- The mode of delivery of the material should be identified in the letter
- ~~letter~~. The letter should also carry the mode of payment by which the payment will be made.
- If anything is enclosed with the letter (like cheque or postal order), the same must be mentioned in the body of the letter.