**1. Anfragen (Inquiries)**

**Einleitung:**

* We are writing to inquire about…
* I am writing to request further information about…
* We would appreciate it if you could send us…
* Could you please let us know whether…?
* We are interested in finding out more about…

**Detaillierte Anfrage:**

* Could you please provide details about…?
* We would like to know more about your terms and conditions.
* Would you be so kind as to send us your latest catalogue/brochure?
* We are particularly interested in…

**Schlussformel:**

* We look forward to your prompt reply.
* Thank you in advance for your assistance.
* We would appreciate an early reply.

**2. Bestellungen (Orders)**

**Einleitung:**

* With reference to your offer/quotation of [date], we would like to place an order.
* Thank you for your quotation. We are pleased to place the following order.
* Following our recent meeting, we would like to order the following items.

**Bestelldetails:**

* Please send us the following items/products: …
* We would like the goods to be delivered by [date].
* Payment will be made by bank transfer within 30 days.

**Schlussformel:**

* Please confirm receipt of this order at your earliest convenience.
* We look forward to receiving the goods shortly.
* Should you have any questions, please do not hesitate to contact us.

**3. Beschwerden (Complaints)**

**Einleitung:**

* I am writing to express my dissatisfaction with…
* We regret to inform you that we have not yet received…
* Unfortunately, the goods delivered on [date] were not up to the expected standard.

**Problembeschreibung:**

* The items were damaged/faulty/wrongly delivered.
* There seems to have been an error in the invoice/shipment.
* We were surprised to find that…

**Lösungsvorschlag / Forderung:**

* We would be grateful if you could send us a replacement as soon as possible.
* We request an immediate refund/replacement.
* Please investigate this matter and inform us of your findings.

**Schlussformel:**

* We hope to settle this matter amicably and quickly.
* We trust this will not affect our future business relationship.
* We look forward to your prompt response.