Dear Sir,

Sub: Complaint regarding late arrival and delivery of poor quality and defective books supplied.

I had placed an order for books to your company and had received it yesterday. I was surprised to see that I had received defective books with torn and missing pages. I am highly disappointed with your service and the quality of the books. even though we are your regular customers you made no arrangements to look into the delivery of books.

I would like to get a replacement of the defective books with better quality by next Monday. I would like you to make a note of the mistakes that has occurred. Making sure mistakes are not repeated.

Hoping that you would make necessary arrangements for the replacement of the books as soon as possible so that we can maintain our trust on your company.