Emails :

With reference………………………to your enquiry I would like to inform you that……………………

As far as your order is concerned………………………….I have no doubts that it ……………………

Following…………………………………our telephone conversation I would like to ensure you that

I am writing to let…………………………………you know about

I just wanted to drop………………………………..a line concerning ……………………………….

In the event……………………………………….of any questions…………………………………..

We regret……………………………to inform you that your transport came to a standstill

I will be grateful………………………………………………if you could……………………………

I was wondering………………….if you could confirm

It is noteworthy……………………………………………to…………………………………….

Just a quick note……………………………to fill you in on the latest situation

You will find the info attached……………………………..

It is our intention……………………………………….to tighten relations with your company

We will release blockade provided……………………………….that you settle overdue amount

I will look………………………into that case and get back to you soon

Complaints responses:

I will take immediate steps……………………………………….to resolve that matter

I will be more than grateful………………………………..to assist you in……………………………………….

I will make………………………………sure that this issue is handled

To avoid…………………………………..similar situation in the future we will

Please accept my apologies………………………………..regarding

I am trully……………………………..sorry for that ……………………………………………..

Complaint

I would appreciate…………………………………….. it if you accelerate………………………….

I would like to express my dissatisfaction………………………………..with the quality of

We require that transport urgently…………………………………….

We demand immediate replacement………………………………………due to unsatisfactory quality

To make matters worse…………………………………your pipe was contaminated

Unless……………………………you tackle that issue we will be compelled to change supplier