

Sample Complaint Letter to Supplier with Request for Corrective Action

[Your Company Letterhead]

[Date]

[Supplier's Name]

[Supplier's Company Name]

[Supplier's Address]

[City, State, ZIP Code]

Dear [Supplier's Contact Name],

Subject: Complaint Regarding Defective Products and Request for Corrective Action

I am writing on behalf of [Your Company Name] regarding our recent order (Order Number: **[Order Number]**) placed on [Order Date] and delivered on [Delivery Date]. Unfortunately, we have encountered significant issues with the products received, specifically: [brief summary of the defects/issues, e.g., "several units were non-functional and did not meet the agreed specifications"].

The details of the defective items are as follows:

- Product Name/Model: [Product Name/Model]
- Quantity: [Quantity]
- Description of Issue: [specific problems, e.g., "malfunctioning units, missing parts, poor quality finishes"]

As this situation affects our operations and customer commitments, we kindly request prompt corrective action. We ask that you:

- Replace the defective items
- Arrange for repairs
- Issue a full refund (if applicable)

Please confirm how you intend to address this issue and provide an estimated timeline for resolution.

We value our longstanding business relationship and trust that you will take the necessary steps to resolve this matter quickly. To prevent similar issues in the future, we suggest reviewing your quality assurance processes and implementing additional safeguards as needed.

Should you need further information or clarification, please do not hesitate to contact me at [Your Phone Number] or [Your Email Address]. We look forward to your prompt response and resolution of this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]