

Business Letters

Q1. (a) Suppose you are the Principal of VR DAV Public School. Draft a letter for M/s Agrawal Electronics Ltd., Main Road, Begusarai asking for terms and conditions for tube lights and ceiling fans.

Principal
VR Public School
RTS,
Begusarai

Dec.12, 2010

M/s Agrawal Electronics Ltd.
Main Road,
Begusarai

Ref. no. - V.R. D.A.V. P.S. / 429 / 2010

Sub - Terms & conditions for fans & tube lights

Dear sir,

Ours is a C.B.S.E. affiliated senior secondary in Refinery Township. We intend to purchase the following items.

Sl. No	Item	Company	Remarks	Quantity
1	Tube lights	Philips	Sleek body(Model no.423)	500
2	Fans	Usha	Model No - 81	500

Your quotation in sealed envelope for the aforesaid items is invited on / before Dec.15, 2010.

You are also requested to mention the trade discount that you offer.

Yours sincerely

(XYZ)
Principal

Q1. (b) Suppose you are the Manager of for M/s Agrawal Electronics Ltd., Main Road, Begusarai. Draft a quotation of tube lights and ceiling fans to be sent to the Principal of VR DAV Public School..

M/s Agrawal Electricals sending quotation to B.R. D.A.V. PS.

M/s Agrawal Electricals
Main Road
Begusarai

Dec 13. 2010

The Principal
V.R. D.A.V. Public School
Refinery
Begusarai

Your Ref. no - V.R. D.A.V. P.S. / 429 / 2010
our Ref. no - A.E.L / 07 / 2010

Sub - Quotation for 500 fans & tubelights.

Dear Sir

In response to your letter mentioned above, we hereby send our quotation for the said items.

Sl. No	Item	Company	Remarks	Unit Price
1	Tube lights	Philips	Sleek body (Model no. 423)	50/-
2	Fans	Usha	Model No - 81	500/-

It may also be noted that we offer trade discount of 6%, if payment is made in cash within 3 days.

Soliciting your favourable consideration.

Thank you.

Yours Sincerely

(XYZ)
for M/s Agrawal Electronics
Begusarai

Q1. (c) As Principal, write a letter to Agrawal Electronics Ltd. placing order for 500 ceiling fans & 500 tube lights.

The Principal
V.R. D.A.V. Public School
Refinery
Begusarai

Dec19, 2010

M/s Agrawal Electronics Ltd.
MainRoad
Begusarai

Your Ref. no - A.E.L / 07/ 2010
Our Ref. no - V.R.D.A.V. P.S. / 443/ 2010

Sub - Placing order for 500 fans & 500 tube lights.

Dear Sir

We are glad to inform you that your quotation for ceiling fans & Tube lights has been selected. We hereby place the orders for the following items which are to be delivered on/before Dec 31.2010.

Sl. No	Item	Company	Remarks	Quantity
1	Tube lights	Philips	Sleek body(Model no.423)	500
2	Fans	Usha	Model No - 81	500

Please find attached herewith. a demand draft of Rs - 1,00,000 as an advance against the order. It may also be noted that we deserve the right to cancel the order if the articles do not conform with the specification mentioned.

Thank you
Yours sincerely

(XYZ)
Principal

Q1. (d) Suppose you are the manager of Agrawal Electronics Ltd. Draft a letter for the Principal complaining about Late Payment.

Agrawal Electronics Ltd.
Main Road
Begusarai

Jan11, 2011

The Principal
V.R. D.A.V. Public School
R.T.S.,
Begusarai

Your Ref. no. - V.R.D.A.V. P.S. / 443/ 2010
Our Ref no. - A.E.L. / 009 / 2010

Sub - Late payment

Dear Sir,

Please refer to your order for 500 fans & tube lights (litter no. mentioned above).

Regret to inform you that we have only received a demand draft of Rs 1,00,000 (DD No - 512243).

A total amount of Rs.34200/- , which was to be paid within 7 days of delivery ,is still due.

You are therefore requested to make the payment at the earliest to avoid any further inconvenience.

Thank You.

Yours Sincerely

(XYZ)
Manager
Agrawal Electronics Ltd.

Q1. (e) As Principal of VR DAV write a letter to the Manager, Agrawal Electronics complaining about late delivery.

The Principal
V.R. D.A.V. Public School
R.T.S.,
Begusarai

Jan 31, 2011

Agrawal Electronics Ltd.
Main Road
Begusarai

Your Ref no -A.E.L / 07 / 2010
Our Ref. no -V.R.D.A.V. P.S. / 443/ 2010

Sub - Late delivery.

Dear Sir,

Please refer to our order for 200 fans and tube lights (letter no. mentioned above).

Regret to inform you that the articles were supposed to be delivered on / before Dec 31, 2010. However nothing has been delivered as yet.

Honouring the terms and conditions of the order, you are requested to deliver the articles at the earliest to avoid any further inconvenience.

Thank you.

Yours Sincerely

(XYZ)
PRINCIPAL

Q1. (f) As Principal of VRDAV write a letter to the Manager, Agrawal Electronics complaining about Poor Quality .

The Principal
V.R. D.A.V. Public School
R.T.S.,
Begusarai

Jan 03.2011

Agrawal Electronic Ltd.
Main Road
Begusarai

Your Ref no -A.E.L / 07 / 2010
Our Ref no.-V.R.D.A.V. P.S. / 443/ 2010

Sub - Complaint about poor quality.

Dear sir,

Please refer to our order for 500 ceiling fans & tube lights (letter no. mentioned above).

Regret to inform you that the quality of the articles doesn't conform with the quality and specification mentioned in the order. To be precise, blades of the fans are rusted and the tube lights appear dirty. It appears that an old stock has been released in this order.

You are requested to replace the articles with those that meet the quality and the specification as given in the work orders.

Soliciting a quick response.

Thank You.

Yours Sincerely

(XYZ)
PRINCIPAL

Q1. (g) As Principal of VRDAV write a letter to the Manager, Agrawal Electronics requesting them to replace the defective articles .

Principal
V.R. D.A.V. Public School
R.T.S.,
Begusarai

Jan 3,2011

Agrawal Electronics Ltd.
Main Road
Begusarai

Your Ref. no-A.E.L / 07 / 2010
Our Ref no.:-V.R.D.A.V. P.S. / 443/ 2010

Sub - Replacement of defective article.

Dear Sir.

Please refer to our order of 500 fans & tube lights (letter no. mentioned above).

Regret to inform you that 25 tube lights and 4 fans have been found defective on delivery. To be precise, blades of the fans are broken whereas tube light are inoperative. As per terms and condition of the order, you are requested to replace the defective articles at the earliest.

Thank you.

Your sincerely.

(XYZ)
PRINCIPAL

Q1. (h) As Principal of VRDAV write a letter to the Manager, Agrawal Electronics cancelling the order due to late delivery .

Principal
V.R. D.A.V. Public School
R.T.S.,
Begusarai

Jan31,2011

Agrawal Electronics Ltd.
Main Road
Begusarai

Your Ref no -A.E.L / 07 / 2010
Our Ref. no -V.R.D.A.V. P.S. / 443/ 2010

Sub - Cancellation of order

Dear Sir.

Please refer to our order of 500 fans & tube lights (letter no. mentioned above).

Regret to inform you that the said articles were supposed to be delivered on / before December31,2010 which has been overlapped by 30 days.

Such abnormal delay has compelled us to decide to withdraw our work order of 500 fans & tube lights.

Therefore, our order for tube lights & fans stands cancelled. The advance amount of 100,000 (DD No - 543216) paid to you may please be refunded at the earliest.

Thanking You

Your Sincerely

(XYZ)

Principal

Letters By – Mr. Prabudha Ghosh
(English Teacher)
BR DAV Public School