[Name of Recipient]

[Designation of Recipient]

[Organization Name]

Date:

**Subject: Disappointment for the Delivered Goods**

Dear Mr. / Mrs. [name of the Recipient],

As per our agreement, you had to deliver 100 laptops to our new office premises at [mention Address/Location] by [mention Date]. The specifications of these laptops were:

[Mention Specifications]

It was insisted that all the laptops must be of the above-mentioned specifications. However, to my disappointment, your company only delivered 80 laptops. It’s already been 10 days and we are still waiting for the delivery of the remaining 20 laptops.

Moreover, 10 out of the 80 delivered laptops were not working and did not have the exact specs that we asked for. The screens of those laptops were also damaged. We complained about this matter to your customer care department but no steps have been taken yet to resolve this issue.

I must say that this experience was extremely disappointing for us. On the recommendation of our old business associate [mention Associate’s Name], we approached you for this contract but your services have disappointed us.

So, I request you to kindly take this matter into your special consideration and try to resolve it for us as soon as possible. If there is no response from your side within the next 7 days, we will be forced to exercise our legal right.

Thanks a lot!

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]