<u>Claim and Adjustment Letter</u>

A letter of claim is a letter that is written to notify someone of incomplete or unsatisfactory work on a specific project. Also known as a letter of complaint.

Typically, a claim letter opens (and sometimes closes) with a request for adjustment, such as a refund, replacement, or payment for damages. A reply to a claim letter is called an adjustment letter.

A claim could be of many kinds: Car insurance claim, Health insurance claim, Life insurance claim, Claim against theft etc.

Claim Letter

[Your Address]
[Your Contact Information]

[Date]

[Recipient's Name] (If available)
[Recipient's Job Title]
[Recipient's Company Name]
[Recipient's Address]

Dear [Name], (Sir, if name already stated above)

I am contacting you with regards to the shipment number 1499 that we ordered on [some date]. I want to draw your attention to certain important matters:

First, the shipment was scheduled for delivery on [some date] but was actually delivered on [some date]. The delay in delivering the products caused disruption to our workflow and a significant amount of inconvenience to our customers. Your team failed to inform us of the delay, and could not make even a quick phone call or an email correspondence.

Second, the quality delivered was 1,500 packs, which is 500 less than our order. Again we were forced to inconveniently adjust our business process to accommodate the incomplete supply from your side.

I hope that you agree with me that this business conduct is not acceptable under any circumstances and that your team is fully responsible for this incident. We expected a more professional service

from a company of your size and reputation. We are truly disappointed and frustrated from what happened.

In the light of what has happened, we request you to send the missing quantity as soon as possible. Additionally, your company is required to reimburse [your company name] with an amount of [some amount] as listed in the terms and conditions of the agreement signed by both parties. I am sorry that the issue reached to this point but we can't compromise with the satisfaction of our customers nor accommodate errors like that.

Sincerely,

Your Name

Designation