ÜZLETI LEVELEZÉS ANGOL NYELVEN E-LEARNING NYELVOKTATÁS

1-6 LECKE
TARTALOM

1. Unit 1 - Inquiry letters 3
2. Unit 2 - Reply to enquiry letters 7
3. Unit 3 - Orders 12
4. Unit 4 - Reply to orders 17
5. Unit 5 – Customer complaints 20
6. Unit 6 – Supplier complaints 24

7. Unit 7 -  Reply to supplier’s complaints 30
8. Unit 8 – Reply to customer complaints 1 34
9. Unit 9 – Reply to supplier complaints 2 38
10. Unit 10. – Letters for special occasions 1 41
11. Unit 11 – Letters for special occasions 2 44
12. Unit 12 – Applying for a job 47

A teljes kurzus fejezetenként feladatokat is tartalmaz.

Források:

A. Ashley: Commercial Correspondence - Oxford
Pannonart – Angol üzleti levelezés
Pannonart – Külkereskedelmi levélminták, 100 angol üzleti levél
Dr. Zachenski Józsefné: Külkereskedelmi levelezési gyakorlatok - KOTK
Paul Emmerson: Email English – Macmillan
Troy B. Wiwczaroski: An Introduction to Writing for Professional Communication
Wikipedia
UNIT 1 – INQUIRY LETTERS

Opening:

We were given your name by ...
Your name was given to us by ...
We received your name and address from ... who ...
Our associates in ... speak highly of you / your ..., and we would like to have more information about ...
You were recommended us by ...
We read your advertisement in the latest issue of ...
We refer to your advertisement in which you ...
We are replying to your advertisement in the May edition of ...
We met on ... at ... fair. I am emailing you off your website, which I found through Google.

We are a manufacturer / wholesaler/ retailer / of ... based in ...
We are one of the main producers of ...
We are a newly established / well-known firm specializing in ...

Asking for prise lists, catalogues or other details:

We would like to know more about your ...
We are particularly interested in ...
We would be grateful for some information about ...
Could you please send us your current catalogue and price list for ...
We have heard about your ... and would like more details.
Please send us any information you can supply
Could you make us an offer for ...
We would like you to make us an offer with full details.
Could you send us an up-to-date price list for your ...
We would be grateful if you could send us your latest catalogue and price list.
Could you please give us more information about ...
We would appreciate if you could send us more details about ...
Please quote us your lowest price.
Please let us know how long this price list is valid.
Asking for samples

When replying could you send some samples of ... so that we can examine ...
Before selling ... we prefer to test them. Could you therefore send us a sample?
Do you have any samples available?
We usually order only after having seen samples.

Terms, methods of payment, discounts and others

As we intend to place a substantial order, we would like to know what quantity discounts you could allow us.
Could you let us know if you allow cash discounts?
If you could allow us a credit term of three months we would be in a position to place large / regular orders with you.
Please let us know if you can guarantee that we receive the shipment by ...?
We would only consider placing an order if it was on the basis of sale or return.
Would it be possible for you to supply us with ... on an approval basis?
If it is acceptable for you, we will send you a firm order.

Closing

An early reply would be highly appreciated.
We hope to hear from you in the near future.
Prompt delivery would be necessary as we have a rapid turnover. We would therefore need your assurance that you could meet all delivery dates.
If your products are satisfactory, we will place regular orders with you in the future.
If the prices quoted are competitive and the quality up to standard, we will order on a regular basis.
Provided you can offer favourable prices and guarantee delivery within 15 days from receipt of order, we will place regular orders with you.
We look forward to hearing from you as soon as possible.
If we can reach an agreement on these matters we are sure that we can do more business with you in the future.
Example letter 1:

Ladybird Ltd.
1023 Budapest
Hungary

Catwalk Ltd.
56. Bridgeman Str.
23123 London
Great-Britain

Budapest, 14th January 2011

Dear Sirs

We were given your name by our mutual business associate, Károly Szabó at Fashion Ltd, who recommended that we contact you.

We are a large of ladies’ fashion wear in the centre of Budapest and would like to know more about the skirts and blouses you advertise in this month’s edition of “Fashion Today”.

Please send us your catalogue, and up-to-date price list including terms of payment and delivery as well as details of quantity discount. We would also appreciate it if you could send samples of the material used for the above mentioned skirts and blouses so that we can examine the texture and quality.

As we intend to place a substantial order, we would like to know what quantity discounts you could allow us.

An early reply would be highly appreciated.

Yours sincerely,

Éva Maros
Purchasing Manager
Example letter 2:

Electronics Ltd.
57. Határ str.
2040 Budaőrs
Hungary

Grundig Ltd.
Bahnhofstrasse 32.
D-24023 Düsseldorf
Germany

Budapest, 23\textsuperscript{rd} May 2011

Dear Sirs

We are a newly-established electronic store based in Budaőrs and are looking for a manufacturer who could supply us with a wide range of household appliances (washing machines, dishwashers, food mixers etc.).

We were impressed by the new designs of your household equipment displayed on your stand at the Budapest International Fair and would be grateful if you could send us more details about the terms of delivery and payment. As we mentioned, our company has only a 3-month’s history, we would be in a position to place a large order with you only if you could allow us a credit term of three months.

We look forward to hearing from you as soon as possible.

Yours sincerely,

Tamás Horváth
Purchasing Manager
UNIT 2 – REPLY TO INQUIRY LETTERS

Opening:

Thank you for your enquiry of 20th October 2007 in which you asked about ...
I would like to thank you for your enquiry of 14th August, and am pleased to tell you that we would be able to supply you with ...
We acknowledge receipt of your inquiry of ...
In reply to your inquiry of 7th September we wish to inform you that ...
We were pleased to learn from your letter of 11 January that you are impressed with our selection of ...
With reference to your inquiry of 23 February we would like to inform you that ...
We thank you for your inquiry of 3 March and would like to let you know that we are interested in doing business with you.
Thank you for your email of … inquiring about a possible order of ...

Confirming that you can help:

Our factory would have no problem in producing …. you asked for.
We would like to tell you that we would also be interested in doing business with you.
We are pleased to let you know that we will be able to supply … you required.
We would like to inform you that we would have no trouble in supplying … and meeting the delivery dates.
We are sending you our most favourable offer and look forward to doing business with you in the future.

Price quotations, sending catalogues and samples:

We enclose our current price list.
Our price list is valid until …
In spite of improved quality, our prices are the same as before.
In spite of rising production costs, our prices have not changed.
Our prices are to be understood as CIF Hamburg.
We have enclosed our price list, but should point out that prices are subject to change as the market for … is very unstable at present.
Please find enclosed our current catalogue and price list quoting CIF prices Hamburg.
The net price of this article is … to which VAT must be added.
We can offer you a price of … per …, firm 30 days, after which the price will be subject to an increase of 10 per cent.
We regret to tell you that because of fluctuating echange rates, we can only hold this price for 4 weeks from today’s date.
The net price of … per unit is extremely competitive.
The samples you asked for will follow under separate cover.
You will receive the requested samples under separate cover.
We would like to inform you that the samples should be returned to us within 15 days.
We will have the desired samples ready for shipment within 3 days. We feel confident that the samples enclosed will convince you. I am attaching a document that gives full details of … I am attaching our current catalogue and price list as a pdf file.

Writing about your product:

Once you have seen … in operation we are sure that you will be impressed by its trouble-free performance. We can assure you that … is one of the most excellent … on the market, and our confidence in it is supported by our two-year guarantee. Our products are of high quality and suitable for …

Referring the customer to another place, suggesting alternatives:

We regret to tell you that we no longer produce the … you asked for in your letter of … as there is no longer sufficient demand for it. We are sorry to informs you that we no longer manufacture the products you requested in your letter of …

Terms of delivery and payment, discounts:

We will need … to manufacture the goods you requested. We can delivery the goods from stock. Delivery shall be made within 15 days of receipt of your order. We are sure that the consignment will reach you well within the time you specified. We have the goods in stock and can deliver them immediately we receive your order. As there is a heavy demand for …, please allow at least 4 weeks for delivery. We can guarantee delivery within 2 weeks of receipt of your order. Payment should be made by shift draft. We are willing to consider open account facilities if you can provide the necessary bank reference. We usually allow 2% cash discount for payment within 2 weeks. We do not normally give discounts, but because of your long association with our company, we can offer you 4 % off the retail price. We can offer you a further 5 % discount off net prices if you order more than 1,000 units. We dispatch the goods within 24 hours of a firm order, and for first-time customers our minimum order is … Please return the attached form as soon as possible so that your order can be processed without any delay. Please note that we have recently improved the functionality of our website, and it is now possible to place an order on-line.
Closing:

Once again we would like to thank you for your letter and would welcome any further questions you might have.
If you have any more questions please do not hesitate to let us know.
Please contact us if there anything we can help you with.
If you need any further information, please do not hesitate to contact us.
We hope you find our quotation satisfactory and look forward to receiving your order.
We assure you that it will have our prompt attention.
Example letter 1:

Thomas & Thomas plc.
17 Ribbon Avenue
Preston PF9 4M8
England

ADMR Plus Ltd.
35 Newton Road
15048 Lancashire
DR2 8H6

13 December 2010

Dear Sirs

Thank you for your inquiry of 2 December 2007 in which you asked us about our new, environmentally friendly packaging materials.

We are glad to inform you that we would have no trouble in supplying the shapes you described in your letter as we have the latest technique which enables us to customize packaging to customers’ specifications.

We have enclosed our price list, but should point out that prices are subject to change as the market for wood is very unstable at present. All prices are quoted FCA Lancashire and we generally expect payment within 30 days after receipt of the consignment, and we usually allow 2% cash discount for payment within 2 weeks.

Once again we would like to thank you for your letter and would welcome any further questions you might have.

Yours sincerely

Thomas Scott
Sales Manager
Sample letter 2:

Sony Plc  
Széchenyi str. 54.  
1034 Budapest  
Hungary

Mr. Péter Kovács  
Purchasing Manager

Albacom Ltd.  
2300 Gödöllő  
Fürdő str. 11.  
Hungary

12 February 2010

Dear Mr. Kovács,

We thank you for your enquiry of 5 February regarding the CDs we advertised in this month’s edition of “Hi-fi Magazin”.

We can confirm that our CDs are of the highest quality, and suitable for domestic recording.

Please find enclosed a catalogue giving detailed information about not only the CDs you requested, but also the wide range of products we produce.

With regard to the trade discounts, we can offer 15 % off list prices to wholesalers, with quantity discounts for orders over HUF 500,000.

As for the terms of delivery: as we have the CDs in stock and can deliver them immediately we receive your order.

We have sent, under separate cover, samples of the advertised CDs and would urge you to place an order as soon as possible as there has been a huge response to our advertisement.

Thank you again for your interest.

Yours sincerely

Darren Preston  
Sales Manager
UNIT 3 – ORDERS

Opening:

Please find enclosed our order no. ... for ...
Thank you for your letter of ... regarding our letter about ... Enclosed you will find our official order for ...
We would like to place a trial / an initial order for ... we discussed ...
With reference to your catalogue / quotation, we enclose our order for ...
The products offered in your catalogue appear to be of the best quality so we wish to place the following order:
We refer to your letter dated ... relating to our enquiry and wish to place an order for the following items:
We thank you for your recent email, and we accept your quotation. Our completed order form is attached, and we give full bank details below.

Quantity:

We are ordering ... each of the following items:
Please send us a quantity of ... of item No. ...
We would like to order 20 % more of the same product for delivery in the next quarter.
We would be grateful if you could let us have the same quantity of ...
For the reason mentioned above, we are likely to order 50 % fewer ...

Payment:

We would like to confirm that payment is to be made by ...
As agreed you will draw on us at 30 days, D/A, with the documents being sent to our bank, the Hungarian Trading Bank ...
We will send a bank draft to ...
As we agreed we will pay cash on delivery.
We would appreciate your approval of a payment period of ... months.
Could you grant us a medium- long term credit?
The payment of invoice will be made by check.
Payment will be effected by revolving letter of credit.
Delivery dates and terms of payment should remain unchanged.
Please send any further correspondence relating to shipment or payment to our headquarters in Budapest ...

Prices and discounts:

Our order is based on your latest price list.
We would like to thank you for the 25 % trade discount and 15 % quantity discount you allowed us.
We appreciate that you offered us 20 % trade discount and we wish to take advantage of it.
Although we anticipated a higher trade discount than 10 %, we will place an initial order and hope that the discount can be reviewed in the near future.
Packing:

.. shall be individually wrapped in thick paper, packed in straw
The goods are to be shipped in wooden crates marked “fragile” and numbered 1-50
The goods shall be wrapped, and the packaging reinforced to avoid wear.
In order to avoid shipping damages, we ask you to pack the goods in wooden boxes.
All items should be packed separately in shock-absorbent synthetic packing and placed in cases.
Please send us ... in styrofoam-lined wooden boxes.
We ask you to forward the above large order in containers.
We would like to ask you to pack the goods in gift boxes.
The vases should be packed in crates, with each piece individually wrapped, and the crates marked clearly with their name, the words “fragile” and “vases” and numbered 1-12.

Methods of delivery and delivery deadline:

We ask you to send the goods by express freight as we need them urgently.
Please ship the above order by rail / truck / air freight.
We advise delivery by road to avoid constant handling of this fragile consignment.
As the goods are urgently required, we ask you to deliver them by ...
We can allow you a ... week / month delivery.
Could you please ship by scheduled freighter to avoid any unnecessary delays?
In order to avoid a slowdown in our production, the above order must arrive here by ...
Please remember that only air freight will ensure prompt delivery.
It is essential that the goods are delivered before ...
Delivery before 31 March is a firm condition of this order, and we reserve the right to refuse goods delivered after that time.

Closing:

We hope that this will be the first of many orders we place with you.
If you process the above order to our satisfaction, you can count on regular orders from us.
If the quality of your products is satisfactory, we will negotiate a long-term contract with you in the future.
We will place further orders if this one is completed to our satisfaction.
Example letter 1.

Computer System Ltd.
24. Kossuth Str.
H-1023 Budapest
Hungary

3 March 2007

Software Market Plc.
32 Oxford Street
23012 London
England

Dear Sirs

With reference to your telephone conversation of 27 February 2007, we enclose our order for

- 20 pieces of Picture Yourself
- 25 pieces of Try Hair Style and
- 15 pieces of Communicate Yourself

programs.

We appreciate that you offered to us 20 % trade discount and we wish to take advantage of it. As we agreed, payment will be made within 10 days of receipt of goods by bank transfer.

We ask you to pack all items separately in shock-absorbent synthetic packing.

If the quality of your programs is satisfactory and will meet our customers’ expectations, we will negotiate a long-term contract with you in the future.

Yours sincerely,

Thomas Wringley
Purchasing Manager
Example letter 2:

Fresh Fruit Ltd.
35 Hillary Road
N56 Manchester
England

23 January 2008

Apple Palace
71 Lindsay Street
541865 Leeds
England

First of all we would like to thank you for your letter of 15 January 2008 in which you sent us details about your products and services.

We found your offer really attractive so we decided to place a trial order for

- 10 tons of green apple
- 10 tons of pear
- 15 tons of plum

Our order is based on the price list and terms of delivery you sent us attached to your letter.

It is essential that the goods are delivered within 2 weeks of receipt of order as we have an extremely rapid turnover in our shops in this period of the year.

If the quality of your products is satisfactory, we will negotiate a long-term contract with you in the future.

Yours sincerely,

Daniel Craftford
Purchasing Manager
Extra material:

Here is a chart of the transitional devices (also called conjunctive adverbs or adverbial conjunctions) accompanied with a simplified definition of function:

**Addition**
- again, also, and, and then, besides, equally important, finally, first, further, furthermore, in addition, in the first place, last, moreover, next, second, still, too

**Comparison**
- also, in the same time, likewise, similarly

**Concession**
- granted, naturally, of course

**Contrast**
- although, and yet, at the same time, despite that, even so, even though, for all that, however, in contrast, in spite of, instead, nevertheless, notwithstanding, on the contrary, on the other hand, otherwise, regardless, still, though, yet

**Emphasis**
- certainly, indeed, in fact, of course

**Example**
- after all, as an illustration, even, for example, for instance, in conclusion, indeed, in fact, in other words, in short, it is true, of course, namely, specifically, that is, to illustrate, thus, truly

**Summary**
- all in all, altogether, as has been said, finally, in brief, in conclusion, in other words, in particular, in short, in simpler terms, in summary, on the whole, that is, therefore, to put it differently, to summarize

**Time sequence**
- after a while, afterward, again, also, and then, as long as, at last, at length, at that time, before, besides, earlier, eventually, finally, formerly, further, furthermore, in addition, in the first place, in the past, last, lately, meanwhile, moreover, next, now, presently, second, shortly, simultaneously, since, so far, soon, still, subsequently, then, thereafter, too, until, until now, when
UNIT 4 – REPLY TO ORDER

Acknowledging an order:

Thank you for your order No. 1765 which we received yesterday. We are now dealing with it and you may expect delivery within the next two weeks. Thank you for your order, which is being attended to: delivery will be made according to your instructions.
We hereby confirm your order No. 5784 for ...
We confirm receipt of your order of ... for ...
We have received your order for ... dated ...
We are pleased to inform you that we have already made up your order No. 1234 for ... and now are making arrangements for shipment to ...
We can confirm that your goods have been shipped.

Prices, packing:

We are writing to inform you that owing to inflation the price of the goods will be raised by 4% from 1st November.
We have taken particular care to see that the goods have been packed as per your instructions.

Rejection of an order:

We regret to inform you that at present we are not in a position to deliver your order as specified.
We are sorry to say that we are out of stock of the products you ordered.
Unfortunately we no longer manufacture ... as demand over the past few years has declined.
We are very sorry to inform you that we have run out of ... you asked for. We will let you know immediately we receive delivery of a new consignment.
We regret to let you know that due to a strike at ... we are unable to fulfil it at present.
We hope, however, that the dispute will be settled soon. We will keep you informed of developments.
We are sorry that we can not meet your order at present.
Due to heavy demand these items are temporarily out of stock. We hope to be able to ship your order within ... days and will keep you fully informed.

Closing:

We are confident that the goods will meet your expectations.
If you have any questions, please contact us either by email or phone.
We thank you for your order again and hope that you will be satisfied with our products.
Example letter 1:

Apple Palace  
71 Lindsay Street  
541865 Leeds  
England  

27 January 2008  

Fresh Fruit Ltd.  
35 Hillary Road  
N56 Manchester  
England  

Dear Mr. Craftford,  

Thank you for your letter of 23 January 2008. Hereby we acknowledge receipt of your order for  

- 10 tons of green apple  
- 10 tons of pear  
- 15 tons of plum.  

We are pleased to tell you that the above order has been shipped and should reach you in the next 10 days as you requested.  

Meanwhile, our bank has forwarded the relevant documents and sight draft for £2,426, which includes 20 % trade discount and 15 % quantity discount.  

We are sure that you will be satisfied with the consignment and look forward to receiving your next order.  

Yours sincerely,  

Beatrice Holmes  
Sales Director
Example letter 2:

Software Market Plc.
32 Oxford Street
23012 London
England

10 March 2007

Computer System Ltd.
24. Kossuth Str.
H-1023 Budapest
Hungary

Dear Mr. Wringley,

Thank you for your order which we received yesterday. We are now dealing with it and you may expect delivery within the next two weeks.

We have no problem in delivering you 25 pieces of Try Hair Style and 15 pieces of Communicate Yourself. We are very sorry to inform you, however, that we have run out of Picture Yourself programs as we have had a very heavy demand for it in the last few weeks.

Please let us know if we can offer you a substitute (Photo and Me by Macrosoft) or whether you are willing to wait until we receive delivery of a new consignment.

We look forward to receiving your answer.

Yours sincerely

Theodor Hunter
Sales Manager
UNIT 5 – CUSTOMER COMPLAINTS

Opening:
We are writing with reference to order ... which we received yesterday
We are writing to complain about ...
We took delivery of ... we ordered as per our letter of ...
I am writing in connection with our order No. ... which arrived this morning.

Making complaints:
Recently we have received several complaints from customers who state that ...
We regret to inform you that our last order for ... has repeatedly not been up to requirements.
Several of our customers have refused to take over ...
While thanking you for the promptness with which you executed our order, we must point out that on opening the cases we found that ...
Despite the quality certificate submitted, ... does not correspond the standards.
This is the second time this mistake has occurred and we are far from satisfied with the products you sent us.
There appears to be an error on the invoice.
There seems to be some misunderstanding regarding terms of payment.
We feel sure that this is an oversight on your part, but we had no alternative but to return the goods in question to you.
The goods we ordered from you have not arrived yet.
Much to our disappointment we received neither the goods nor reply from you.
We would like to draw your attention to the fact that you are already ... days behind in your delivery.
We reserve the right to claim damages.
Should any losses result from your delay in delivery, we will hold you liable for same.
On checking your consignment of ..., we found that you did not send the quantities we ordered.
Instead of the ordered quantity of ... you sent us ...
When checking the shipment of ... we found that it does not correspond with your offer.
Your catalogue offers goods of considerably superior quality.
The goods in your last shipment were carelessly packed.
Due to faulty packing, ... pieces of ... are damaged and therefore, can not be sold.
Suggesting solution:

We ask you to arrange replacements to be sent to us by return to enable us to keep to production schedules. The best solution would be for us to return the wrong articles. We ask you to send a replacement. Only at a reduction in price of 20% would we accept the items with colours we did not order. We insist on immediate replacement of the damaged goods. We are awaiting receipt of the missing goods. Only if the price is considerably reduced would we be willing to keep the product we did not order. Please send us … immediately which were not included in the delivery. We refuse to accept goods of such poor quality. Please take it into consideration and make allowances in your invoice. We suggest that you send us a replacement of 10% of … or else we shall be compelled to return the goods at your expense.
Example letter 1:

Mobile Services Ltd.
21 Ladybird Street
86739 Nottingham
England

Servicio Primissimo Ltd.
Via Cavour 14
TN-35672 Palermo
Italia

12 October 2010

Dear Sirs,

We took delivery of the rewritable DVDs we ordered as per our letter of 3 September 2007.

While thanking you for the promptness with which you executed our order, we must point out that on opening the cases we found that you did not send the quantities we ordered. Please check in our order No. 26173 that we ordered 2500 pieces of Fuji and 1500 pieces of TDK DVDs, but instead of it you sent 1500 pieces of Fuji and 2500 pieces of TDK DVDs. As there is a higher demand for Fuji DVDs than for TDK DVDs in our stores, we must insist on replacement of the surplus and immediate shipment of the missing Fuji DVDs.

A prompt reply would be highly appreciated.

Yours sincerely,

David Johnson
Purchasing Director
Example letter 2:

Glassworks Ltd.
Goethe Str. 23.
45234 Hamburg
Deutschland

11 May 2011

Dear Sirs,

We are writing with reference to order No. 12543 dated 21 April 2007, which we received yesterday.

We have looked into it and found that 20 vases were broken. As we believe that the damage is due to poor packing, we ask you either to replace the damaged items within 10 days or to give us a 10 % discount on the whole consignment.

We hope that further goods already on order will be packed as specified in our previous letter (individually wrapped in thick paper, packed in straw and shipped in wooden crates marked “fragile”) and will arrive in perfect condition.

Please let us know by return of post if you agree to the above way of arranging the problem.

Yours sincerely,

Gábor Horváth
Purchasing Manager
UNIT 6 – SUPPLIER COMPLAINT

Opening:

We are writing concerning a payment of ... for invoice number ... which is now overdue.
With reference to your order of ... No. ... we would like to draw your attention that ...
I am writing concerning our invoice No.... for HUF ...., a copy of which is enclosed. It
appears that this invoice has not yet been settled.
We wrote to you on two occasions, 14 August and 10 September, concerning the above
account, which now has an outstanding balance of USD ...
We would bring to your attention the fact that ...

Complaint and request:

It may have slipped your attention that our invoice dated ... is still unpaid.
Please contact us and let us know why the balance has not been paid.
According to our records, the sum of ... is still outstanding on your account.
We wish to draw your attention to our previous letter of ... about the overdue payment on
your account.
We are concerned that the matter has not yet received your attention.
I am disappointed to note that, despite our previous reminder of ..., your account with us
still remains unpaid.
By placing an order with us you indicated your agreement to the terms of payment.
Despite repeated reminders your account still remains unpaid.
We have waited two months for either a reply to explain why the balance has not been
cleared, or a remittance, but have received neither.
Please send a bank transfer to settle the account, or an explanation of why the balance is
still outstanding.
Your delay in payment represents a serious disregard of our business terms.
We can not tolerate further delay in payment.

Threaten to take legal actions:

Unless we receive your remittance within the next 15 days, we will instruct our solicitors
to start proceeding.
Unless we receive payment within 10 days, we shall have no alternative but to take legal
action against you.
Proceedings will be instigated without further notice to regain the sum owed, the interest
accrued for the outstanding period and the costs of legal actions.
We are reluctant to take legal action to recover the amount, but you leave us no
alternative.
If you fall further behind in your payments, we will be forced to call in our legal
department.
This is to inform you that your unpaid invoices were turned over to our lawyer for further
action.
Closing:
If payment has already been sent, please disregard this letter.
If you have already dealt with this matter, please disregard this letter.
We would appreciate your cooperation in resolving this matter as soon as possible.

Extra material:

Incoterms

- Group E - Departure:
  - EXW. Ex Works (named place): the seller makes the goods available at his premises.

- Group F - Main Carriage Unpaid:
  - FCA. Free Carrier (named place): the seller hands over the goods, cleared for export, into the custody of the first carrier (named by the buyer) at the named place. This term is suitable for all modes of transport, including carriage by air, rail, road, and containerised / multi-modal transport.
  - FAS. Free Alongside Ship (named loading port): free Alongside Ship: the seller must place the goods alongside the ship at the named port. The seller must clear the goods for export; this changed in the 2000 version of the Incoterms. Suitable for maritime transport only.
  - FOB. Free On Board (named loading port): the classic maritime trade term, Free On Board: seller must load the goods on board the ship nominated by the buyer, cost and risk being divided at ship's rail. The seller must clear the goods for export. Maritime transport only.

- Group C - Main Carriage Paid:
  - CFR. Cost and Freight (named destination port): seller must pay the costs and freight to bring the goods to the port of destination. However, risk is transferred to the buyer once the goods have crossed the ship's rail. Maritime transport only.
  - CIF. Cost, Insurance and Freight (named destination port): exactly the same as CFR except that the seller must in addition procure and pay for insurance for the buyer. Maritime transport only.
  - CPT. Carriage Paid To (named destination port): the general/containerised/multimodal equivalent of CFR. The seller pays for carriage to the named point of destination, but risk passes when the goods are handed over to the first carrier.
  - CIP. Carriage and Insurance Paid to (named destination port): the containerised transport/multimodal equivalent of CIF. Seller pays for carriage and insurance to the named destination point, but risk passes when the goods are handed over to the first carrier.

- Group D - Arrival:
  - DAF. Delivered At Frontier (named place)
  - DES. Delivered Ex Ship (named port)
  - DEQ. Delivered Ex Quay (named port)
  - DDU. Delivered Duty Unpaid (named destination place)
  - DDP. Delivered Duty Paid (named destination place)
Example letter 1:

L.M. Panton Ltd.
Prince of Wales Road
Sheffield
J8 3RB
England

Bedix Ltd.
City House
City Road
London ET3 5TS

12th May 2006

Dear Sirs,

I am writing concerning our invoice No. 24F41 for £ 2140, a copy of which is enclosed. It appears that this invoice has not yet been settled.

Having dealt with you for some time, we are concerned that we have neither received your remittance nor any explanation as to why the balance has not been cleared.

As we have traded for a long time, we have not pressed for payment. However, we must now insist that either you settle the account within 2 weeks or offer a reasonable explanation for not doing so.

If you have already dealt with this matter, please disregard this letter.

Yours sincerely,

Michael Noble
Finance Director
Example letter 2:

Scinario Corporation
35 Via Michelangelo
58272 Toronto
Italy

Peters & Rogers Ltd.
35040 Prague
Robespierre Str. 45.
Check Republic

4 December 2007

Dear Sirs,

We wrote to you on two occasions, 13 October and 10 November, concerning your account, which now has an outstanding balance of USD 4536. By placing an order with us you indicated your agreement to the terms of payment therefore we are very disappointed that neither a reply to explain why the balance has not been cleared, nor a remittance, has arrived from you.

Your delay in payment represents a serious disregard of our business terms.

We have to tell you that unless we receive payment within 10 days, we shall have no alternative but to take legal action against you.

Yours sincerely,

Antonia Scurelli

Finance Manager