

**(1) Specimen enquiry letter (in Block format)**

**Jiwan Book Depot**  
**13, Gandhi Road, Delhi**

Date : Jan 12, 20..

Letter No. AC/38  
M/S Lyall Book Depot,  
Chaura Bazar,  
Ludhiana.

Dear Sir,

You are well known publisher and book seller in the region. We are interested in selling your publications in the city.

Kindly send your price list and state the terms and conditions of doing business with you on wholesale basis. We like to place order with you, subject to the suitability of your terms and conditions.

Sincerely,  
Jiwan Sharma  
Jiwan Book Depot.

**(2) Specimen enquiry letter asking for price of computer.**

**Patsaku Traders Limited**  
**Graham Bazar, Dibrugarh**

July 15, 20..

To  
M/S Azhar Computers,  
Residency Road,  
Kolkata.

Dear Sir,

We are planning to install internet with high speed computers. Will you kindly quote your lowest prices and state terms and conditions of sale for supplying computers with following requirements :

- (1) Computer— i 7
- (2) Hard Disk Driver 603 G.B.
- (3) DVD player
- (4) Colour Monitor
- (5) Multimedia with 144 MB HDD
- (6) Modem 33.6 KBPS

We look forward to your reply. If your quotations are suitable, we shall be happy to order you to install the system within one month.

Thank You.

Sincerely Yours,  
Ranjit Roy  
Managing Director.

(4) Reply Letter quoting terms and conditions (Full Block format)

Writing

**Lyall Book Depot**  
**Chaura Bazar, Ludhiana**

Jan 15, 20..

M/S Jiwan Book Depot,  
13, Gandhi Road, Delhi.

Dear Sir,

We are pleased to receive your letter dated Jan 12, 20.. enquiring about the terms and conditions regarding trading with us. Thank you very much for the interest you have shown in our publications. Latest catalogue and price list of our publications have been enclosed here with. We allow 25% discount of the catalogue price for cash sales and 20% for credit sales if payment is made within 2 months. Packing and forwarding charges will be borne by us if the order exceeds ₹ 2,000/=

Sincerely,  
Raj Kumar  
(Proprietor).

(5) Specimen letter quoting terms and conditions of Philip sound system (In Semi Block Format).

**Thomson Radio**  
**Venkeshvar Road, Bangalore**

To  
M/S Ashok Radios,  
Court Road, Guwahati.

Sept. 30, 20..

Sir,

In response to your enquiry dated Aug. 25, 20.., we are pleased to submit below our offer for the supply of "Philips" sound systems:

(1) Price : The prices of various sound systems will be as follows:

Philips Model No.	Watts	FOB Price	Features
AZ 2100	120	5,990	1 CD, 1 Cassette, FM/MW
AZ 8051	60	5,550	1 CD, 1 Cassette, FM/MW
FW 520	400	10,990	single CD, Double Cassette, FM/MW
FW 355C	1000	14,000	3CD, Double Cassettes, FM/MW
MC 170	1200	14,500	One CD, One Cassette, FM/MW
FW 39CC	1800	18,500	3CD Double, 2 Cassettes, FM/MW

(2) Delivery : 15 days from the receipt of your firm order along with 50% advance.

(3) Terms of Payment : 50% of the total amount of bill will be paid as advance along with your firm order and the balance at the time of the delivery of goods.

(4) Guarantee : We offer guarantee for one year against all manufacturing defects and repair or replace any part that may cause trouble, at our cost.

(5) Time for offer : The above offer will remain valid for 30 days.

Thank You.

Sincerely Yours,  
Thomson  
Proprietor.

(6) Specimen reply to letter No. 3 (In Full Block Format).

**Excellent Watches**  
Mall Road, Bangalore

AUG. 8, 20..

To  
M/S Narindra Engineering Works,  
Club Road,  
Jorhat.

Sir,

Thank you for your letter dated on July 31, 20... We are happy to submit the following quotations of HMT watches for your company.

	₹	
Lalit	LGGL-01	570
Lalit	LGSS-01	465
Lalit	LGGG-07	815
Sangam	MLSS-02	895
Sangam	5168	935
Sangam	MLGL-02	845
Elegance	58419	1,295
Roman	50428	1,535
Kohinoor	4387	835
Shakti	SGC 501	1,015
Shakti	SGGL-04	1,195

For knowing the description of these watches, you can consult the catalogue attached herewith.

We, the authorized dealers and stockiest of HMT, offer discount of 15% provided the purchase order is above ₹ 20,000. Priced from ₹ 425 to ₹ 1,500, each one of these personalized watches combines quality and exquisite craftsmanship. HMT has special facility to print your company's logo on the dial or on the back cover. This printing will be done free of cost.

All models are guaranteed for a period of one year from the date of sale. During this period, if needed, we shall repair or replace any item at our cost.

As regards the payment, we would like 25% of the billed amount to be paid as advance along with your firm order and the rest of 75% amount at the time of delivery. We shall arrange to supply the watches along with printing of logo within 30 days of your order.

We hope that our terms and conditions shall suit you. We look forward to receive your order very soon.

Sincerely,  
Rohit Joshi  
Managing Director.

*Sample letter*  
A business circular letter informing about the change of premises (In Block Format)

**Naaz Appliances Limited**  
**13, Hall Bazar, Lucknow**

Date : July 10, 20..

We are grateful to you for reposing your valuable trust in our products due to which our business continues to grow from strength to strength. Owing to expansion of our activities and growth of business—all with your sincere cooperation, we have decided to shift from our old premises at Hall Bazar to new premises.

Naaz Appliances Limited  
13, Circular Road,  
Lucknow.

We will be pleased to visit this new premises well furnished, attractively decorated and fully equipped to provide speedy and excellent services. The customer's sales counters have been modernized and computerized. Now your store has more sections to provide for various lines of goods. Mixer Section, Toaster Section, Sandwich Maker Section, Juicer Section, Room Cooler Section, Fan Section.

Our visit to new premises will be totally new experience for you. Now you will find easy parking facilities and regulated traffic on open roads. Person coming from out station will feel comfort and nearness to railway station.

Remember our telephone numbers remain the same 238402, 248903, 258704. Ring us at our new premises for any enquiry or information. We will be always at your service.

See you soon at new premises of yours.

Cordially yours,  
Atul Sharma  
Managing Director.

(9) Specimen circular letter informing about the change of premises (In Block Format)

**Naaz Appliances Limited**  
**13, Hall Bazar, Lucknow**

Date : July 10, 20..

Dear Friend,

We are grateful to you for reposing your valuable trust in our products due to which our company continues to grow from strength to strength. Owing to expansion of our activities and growth of business-all with your sincere cooperation, we have decided to shift from our old premises at Hall Bazar to new premises.

Naaz Appliances limited  
17, Circular Road,  
Lucknow.

You will feel pleasant to visit this new premises well furnished, attractively decorated and fully air conditioned to provide speedy and excellent services. The customer's sales counters have been sectionalized and computerized. Now your store has more sections to provide for additional lines of goods. Mixer Section, Toaster Section, Sandwich Maker Section, Juicer Section, Room Cooler Section, Fan Section.

Your visit to new premises will be totally new experience for you. Now you will find easy parking facilities and regulated traffic on open roads. Person coming from out station will feel comfort of nearness to railway station.

Remember our telephone numbers remain the same 238402, 248903, 258704. Ring us at our new premises for any enquiry or information. We will be always at your service.

Please visit soon at new premises of yours.

Cordially yours,  
Atul Sharma  
Managing Director.

(10) Specimen Complaint Letter regarding inordinate delay of the supply of goods (In Full Block Format)

**Bordobi Leather Limited**  
73, Saraswati Road, Guwahati

Aug. 25, 20..

To

M/S Javid Chemical Limited,  
5, Rashbehari Avenue, Kolkata.

Sir,

I regret to say that chemicals ordered by us on July 2, 20.. have not been received till today. We placed the order by clearly stating that chemicals should reach us on or before Aug. 15, 20... We also stressed the importance and reasons behind this.

The inordinate delay on your part has created an odd situation for us. The delay in delivery has brought the work in our unit to a standstill, and it may well spoil the prospects of our project. Due to this delay, our company will have to pay the overhead expenses everyday.

Keeping in view the urgency, we request you to inform us about the exact date when delivery can be made. Please deliver us goods before Sept. 5, 20.., otherwise we will have no other alternative except to cancel the order and purchase from nearby suppliers.

Yours faithfully,

S. Bordobi

Managing Director.

(11) Specimen complaint Letter regarding printing mistakes (In Semi Block Format)

Letter Writing

**Sunder Tractors Limited.**  
**M-18 Cannaught Place, New Delhi**

Date: July 10, 20..

To

M/s Chopra Printers,  
Raja Garden, New Delhi.

Dear Sir,

After receiving 2,000 copies of Annual Report, we discovered several errors in composing of matter. We feel that these errors resulted from an oversight by both of us. Although we gave final approval after second reading, Careful proof-reading was also part of your job.

The annual report has to be corrected and reprinted at an additional estimated printing cost of ₹ 15,000. We believe that your firm and ours should share the cost of the correction. As a result, we will pay half of the additional printing cost, i.e. ₹ 7,500 to reprint the Annual Report.

Do you differ from this proposal? If you have alternate solution, please let us know. We shall be happy to accept a better solution.

We feel that mistakes usually happen. This situation will not affect our fine and friendly relations that we have enjoyed in the past.

Cordially yours,  
Zafar Iqbal  
Manager.

(12) Specimen adjustment letter in reply to letter No. 10 (In Semi Block Format)

**Javid Chemical Limited**  
**5, Rashbehari Avenue, Kolkata**

Date : Aug. 28, 20..

To

M/S Bordobi Leathers Limited,  
73, Saraswati Road,  
Guwahati.

Dear Sir,

Please accept our sincere apology for delay in execution of your order dated July 2, 20...

Owing to month long strike in the factory, followed by power cuts and strike of Electricity Board Employees, the production has remained suspended for more than one month. This resulted in our falling behind the delivery schedule. Kindly understand our position that circumstances were beyond our control.

We feel extremely sorry about this inevitable delay that has caused you inconvenience. Now the situation has changed. We are doing our best to execute the pending orders.

We hope you will be supplied your goods before Aug. 5, 20..

Yours faithfully,  
Twakal Hussain  
Sales Executive.



(13) Specimen adjustment letter in reply to Letter No. 11 (In Full Block Format).

**Chopra Printers**  
**Raja Garden, New Delhi**

July 12, 20..

To  
M/S Sunder Traders Limited,  
M-18, Cannaught Place, New Delhi.

Dear Sir,

We deeply regret that you received copies of annual report with printing mistakes overlooked by us. We accept your proposal of reprinting these 2000 copies at half the printing rates.

We shall first make corrections in composed matter and then get your final approval before printing them. We assure you that within 3 days of your approval report will be printed without any mistake.

Thank you for your cooperation and patience in this matter.

Sincerely yours,  
Rajan Chopra  
Proprietor.

application for credit is given  
(14) Specimen letter requesting for credit (In Full Block Format)

**Bhattacharya Sports**  
**14, Shah Market, Hyderabad.**

July 6, 20..

To  
M/S Amritya Sports,  
Basti Nau Market, Jalandhar.

Dear Sir,

We have been selling sports goods for the last 25 years. Dealing in hockey, badminton, volleyball and handball, we have achieved the remarkable target of ₹1 crore in the last year. Now we are planning to add cricket bats and balls in our merchandise.

We know that you are leading manufacturer of cricket bats in Jalandhar. We also appreciate the quality of your English Willow as well as Kashmiri Willow bats and want to sell the same. Our recent market survey reveals that there will be brisk business of cricket bats and balls. Our estimated quarterly requirements are as follows :

Type	Size	Quantity
English Willow Bat	Full size	100
Kashmiri Willow Bat	Full size	2,000
Kashmiri Willow Bat	No. 6	1,000
Kashmiri Willow Bat	No. 5	600
Kashmiri Willow Bat	No. 4	800
Kashmiri Willow Bat	No. 3	

Regarding your terms and conditions of sales, we understand that you allow 25% discount on catalogue price and bear transportation charges. Will you like to supply us goods at 30 days credit ? If you agree, please book the order of above mentioned quantity and send us goods within 20 days. We shall also like to have similar terms and conditions for further purchases.

We are listing, as references, the names of our suppliers and dealers, with whom we have been trading for the last 20 years. We hope that these references will be found satisfactory to you :

(1) Wasson Sports,  
14, Nariman Road,  
Mumbai.

(2) Surinder Gupta Sports,  
G.T. Road,  
Meerut.

If you need any further information, please let us know. We will be pleased to supply you. We look forward to your prompt execution of our order that will pave way to a mutually profitable business relationship.

Yours faithfully,  
Ajit Bhattacharya

Partner.

## (15) Specimen Letter Requesting for Credit (In Block Format)

**Rashid Steel Limited**  
Sadar Bazar, Lucknow

July 31, 20..

To

M/S Amit Chowdhry Steels,  
13, Mukerjee Nagar, Jammu.

Dear Sir,

We are the leading supplier of steel iron in the region and supply the steel rods to various retailers and house builders. We like to place an order of ₹ 5,00,000 for the various items manufactured by you. But because of tight market conditions, we may not be in a position to make you advance payments.

Will you kindly supply us goods at three months credit? If you agree, we can order the goods according to market prices. Please let us know if you can provide the credit faculty of 3 months.

Yours Sincerely,  
Haroon Rashid  
Managing Director.

## (16) Specimen letter enquiring about the status of a party seeking credit (In Semi Block Format)

**Nitin Chemical Limited**  
Nehru Market, G.T. Road, Gaziabad.

June 29, 20..

To

M/S Alfa Chemical Limited,  
Raja Garden, New Delhi.

Dear Sir,

We have received an order of the amount near ₹ 50,000 from M/S Rahul Chemical Limited, G.T. Road, Sonapat. They have given us your name as a reference and have demanded credit for a period of two months. As we did not have the experience of dealing with them in the past, we want to know about their credit worthiness and financial soundness.

We shall be grateful to you if you kindly give us information relating to their business standing, reputation and financial status. As we understand that they have been dealing with you for the last 7 years, we want to know whether in your opinion granting credit would be reasonable or not. Any information or opinion you give us, will be treated as strictly confidential.

We hope for an early reply. For your convenience, a self-addressed stamped envelop is enclosed herewith.

Thank You.

Yours faithfully,  
Rohit Malhotra  
Sales Executive.

(17) Specimen letter of favourable reply conveying sound position of the party (In Semi Block Format)

**Alfa Chemical Limited**  
**Raja Garden, New Delhi.**

July 5, 20..

To  
M/S Nitin Chemicals Limited,  
Nehru Market, G.T. Road, Gaziabad.

Dear Sir,

In reply to your letter dated June 29, 20.. asking about the credit worthiness of M/S Rahul Chemical Limited, Sonapat; we are glad to inform you that the said company has satisfactory credit worthiness. In our opinion granting credit of ₹ 50,000 for two months can be considered reasonable and safe.

The leading chemical trader in the city of Sonapat, M/S Rahul Chemical has been dealing with us for the last 7 years. Its record of payment has been entirely free from any default and delay. It enjoys high reputation and sound financial position. We would also like to add that our confidence in the company has never been misplaced.

We are expressing our opinion without any financial responsibility on our part. If you need any further information, please let us know; we will be happy to serve you.

Yours faithfully,  
Krishan Chandra  
Managing Director.

(18) Specimen letter refusing credit (In Full Block Format)

**Hafiz Carpets**  
**34, Lal Chowk, Srinagar.**

Oct. 4, 20..

To  
M/S Navjeet Appliances,  
17, Saraswati Road, Kolkata.

Sir,

We are pleased to receive your order dated Sep. 29, 20.. for various types of carpets manufactured by us. We appreciate your interest in our products.

We have carefully considered your request for credit facility and have gathered the relevant information from the parties you mentioned for references. But we regret our inability to execute your order on credit basis.

We are expanding our business for which we badly need finance. We do not like our finance to be blocked in debtors and we have to arrange from bank by paying interest. In addition to this, we feel your company trading more on external debts, which is risky for any industry.

However, if the situation changes, we would definitely grant you the desired credit privilege. Meanwhile, we would be glad to supply you goods at special discount of 2% on net invoice prices, provided you send us bank draft of the net amount.

We hope you will understand our position and will accept this offer.

Yours faithfully,  
Tariq Ahmed  
(Partner).

(19) Specimen of first series of collection letter (In Full Block Format).

Letter Writing

**Nitin Enterprises**  
**34, Indira Nagar, Guwahati**

Nov 16, 20..

To  
M/s Vikas Traders,  
Mysore Road, Bangalore.

Dear Sir,

We just want to remind you that your account shows unpaid amounts of the following bills:

Date of Bill	Bill No.	Amount
March 6, 20..	804	₹ 6,200
July 12, 20..	903	₹ 4,300
Sep 6, 20..	1802	₹ 4,500
		<u>₹ 15,000</u>

Most probably it is just an oversight on your part. We know that it is a small amount and could easily escape your attention. We have enclosed here with the photo copies of bills to facilitate your verification, in case you have misplaced them.

Please remit the amount due at you earliest.

Sincerely,  
Nitin Sarma  
(Partner).

(20) Specimen of Second Series of Letter

Dec 26, 20..

Dear Sir,

We have appreciated your dealings in the past and would like to supply you goods in future. However despite our two previous reminders requesting for payment of ₹ 15,000 you have neither paid the dues nor have explained the causes for delay.

Please do not spoil your credit record and send us cheque in the enclosed envelop or inform us when we should expect payment.

We value our customers and make every effort to accommodate them but it depends upon their prompt payments. You must be well aware that non-payments by debtors jeopardy working capital flow and increase the financial costs.

We earnestly wish to offer you our credit facilities if you please pay the dues at your earliest.

Hope you will take quick action in payment of dues.

Sincerely yours,  
Nitin Sarma  
(Partner).

(19) Specimen of first series of collection letter (In Full Block Format).

**Nitin Enterprises**  
**34, Indira Nagar, Guwahati**

Nov 16, 20..

To  
M/s Vikas Traders,  
Mysore Road, Bangalore.

Dear Sir,

We just want to remind you that your account shows unpaid amounts of the following bills:

Date of Bill	Bill No.	Amount
March 6, 20..	804	₹ 6,200
July 12, 20..	903	₹ 4,300
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		<u>₹ 15,000</u>

Most probably it is just an oversight on your part. We know that it is a small amount and could easily escape your attention. We have enclosed here with the photo copies of bills to facilitate your verification, in case you have misplaced them.

Please remit the amount due at you earliest.

Sincerely,  
Nitin Sarma  
(Partner).

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Dec 26, 20..

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We have appreciated your dealings in the past and would like to supply you goods in future. However despite our two previous reminders requesting for payment of ₹ 15,000 you have neither paid the dues nor have explained the causes for delay.

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We earnestly wish to offer you our credit facilities if you please pay the dues at your earliest.

Hope you will take quick action in payment of dues.

Sincerely yours,  
Nitin Sarma  
(Partner).