

CHAPTER 8

COMPLAINTS AND ADJUSTMENT

A. Pendahuluan

Setelah semua barang/jasa yang dipesan oleh pihak pembeli dipenuhi oleh penjual (dengan berbagai cara), kemudian, barang-barang pesanan dikirimkan kepada pemesannya, dengan harapan akan dapat diterima dalam keadaan baik, sesuai dengan waktu yang diinginkan. Tetapi pada kenyataannya, seringkali terjadi ketidakberesan terutama saat pengiriman berlangsung (dalam perjalanan), ataupun pada saat persiapan pengiriman dilakukan. Misalnya : pada waktu membungkus/mengepak barang, menaikkan ke kendaraan (kapal, pesawat, truck, dll.).

Sering kali penjual menerima pengaduan dari para pembeli karena berbagai hal, seperti : barang tidak sesuai dengan yang dikehendaki, model/ukuran barang tidak sesuai dengan yang diminta (contoh, gambar, dll.), barang tersebut terlambat diterima (lewat waktunya) dan masih banyak alasan lagi. Surat yang diterima oleh penjual dari pihak pembeli untuk mengadukan kesalahan-kesalahan disebut dengan Letter of Complaint/Claim Letter.

Walaupun surat ini dibuat untuk memberitahukan hal-hal yang salah/tidak beres, tetapi harus diingat bahwa surat hendaknya disusun dengan kata-kata yang sopan dan baik. Nyatakanlah dengan jelas kesalahan tersebut dengan alasan yang wajar, rasional, sesuai dengan kenyataan. Jangan membuat alasan yang dilebih-lebihkan sehingga penjual akan banyak menemui kesulitan untuk mengadakan perbaikan. Apa yang dituntut oleh pihak pembeli hendaknya juga wajar (sesuai dengan kesalahan).

Bagi pihak penjual, setiap pengaduan pembeli hendaknya segera ditanggapi dan mengecek siapa yang melakukan kesalahan. Demi nama baiknya, tentu saja penjual harus segera memperbaiki kesalahan. Surat yang dikirim oleh penjual dalam menanggapi pengaduan atau memperbaiki kesalahan, disebut dengan "Letter of Adjustment". Tindakan yang dilakukan tentu saja harus sesuai dengan pengaduan pembeli, misalnya :

1. Jika ada barang yang rusak, misalnya ; busuk, pecah, dsb. hendaknya mengganti dengan barang yang baru, sesuai dengan jumlah yang rusak.
2. Jika jumlah barang tidak sesuai (kurang), hendaknya segera dikirim kekurangan tersebut.
3. Jika model/ukuran/warna/corak barang tidak sesuai dengan permintaan, hendaknya segera diganti sesuai dengan yang diminta.
4. Jika penjual tidak merasa melakukan kesalahan maka segeralah melakukan kontrol, mungkin pihak pengangkut/transportasi yang melakukan kesalahan tersebut. Jangan sampai meminta agar pembeli mengurus sendiri kepada pihak pengangkutan, walaupun penjual tidak bersalah. Bagaimanapun pembeli hanya ingin nenerima dalam keadaan baik. Jadi jika terdapat kesalahan/kerusakan/kekurangan, menjadi tanggung jawab penjual.
5. Jika pengaduan dibuat karena keterlambatan pengiriman, maka penjual hendaknya menanggapi dengan berjanji tidak melakukan/mengulangi lagi di kemudian hari. Walaupun keterlambatan tersebut bukan kesalahan penjual, tetapi nyatakanlah alasan yang wajar, mengapa keterlambatan tersebut sampai terjadi.

Yang harus diingat dalam “adjustement”, hendaknya surat penyelesaian pengaduan segera dikirim walaupun perbaikan belum selesai dilakukan. Dalam surat tersebut hendaknya dinyatakan dengan jelas pihak siapa yang melakukan kesalahan (penjual atau pengangkut) dan tindakan perbaikannya. Jika perbaikan belum ada, nyatakan kapan akan dilakukan (lebih cepat lebih baik). Usahakan semaksimal mungkin agar setiap pengaduan segera diselesaikan, agar pembeli tidak kacewa. Jika pembeli kecewa dengan pelayanan penjual, kemungkinan besar akibatnya kita akan kehilangan mereka.

B. Contoh-contoh Surat Complaints and Adjustment

Contoh : 1a

Dear Sirs,

We have been informed to you which stated on our letter of 1st April to deliver our order on 5th May.

But we are regret that until now we are still without your advice of despatch. We must ask you to despatch, if you have not already done so, please inform us by return when you will send our order.

We are looking forward to receive your delivery as soon as possible.

Yours faithfully,

Contoh : 1b

Dear Sirs,

We have received your letter of complaint and we very sorry that we have unable to supply your order on time.

We inform you, however, when your order was received, we have already booked of many orders. We are glad, that the consignment of 150 "Secretarial Training" books will be ready for despatch next week and we hope that they will arrive on not more than 27th May.

Please accept our apologies for this delay and we wait your many more orders in near future. We promise to give you the better service

Yours faithfully,

Contoh : 2a

Dear Sirs,

We are much obliged to you for the prompt execution of our order. The goods ~~of~~ arrival of 7th June.

have

We regret to inform you, when we opened this case we found it contained completely different articles. We can only presume that a mistake was made and the contents of this case were for another order.

As we need the articles we ordered to complete deliveries to our own customer, we must ask you to arrange for the despatch of replacements. We attach a list of the contents of case, and shall be glad if you will check this with our order and your copy of your invoice.

Please let us know, what you wish to solve this matter.

Yours faithfully,

Contoh : 2b

Dear Sirs,

Thank you for your letter dated 9th June. We were glad to know that the consignment was delivered, but it was regret that we heard the contents of one case did not contain the goods you ordered.

On going into the matter we find that a mistake was made in the packing, through a confusion of number, and we have arranged for the right goods to be despatched to you.

We shall be much obliged if you will keep case and contents until call for by our forwarding agents, whom we have instructed accordingly.

Please accept our many apologies for the trouble caused to you by the error.

Yours faithfully,

Contoh :3a.

Dear Sirs,

Your consignment for some textile arrived us by truck. We say thank you for your prompt attention.

We inform you that we ordered for some textile in white, green, and blue. But we received in green, blue, and yellow. We don't know whether the white have exhausted, and you changed with yellow.

We expect you will examine this matter and we wait to hear from you soon.

Yours faithfully,

Contoh : 3b.

Dear Sirs,

We received your complaint and we are sorry that we didn't send you as written on your order.

Today, we send you a white textile and hope you will deliver us a yellow textile which you received last time, carriage forward.

We accept full responsibility and offer our apologies to this happenings. Please let us have your other orders in the near future.

Yours La ithfully,

C. Contoh-contoh Kalimat dalam Letter of Complaint

1. Opening lines.

- a. We receive to day the (40 units televisions) which we ordered on (3rd January) for delivery (2nd February).
- b. Your consignment arrive to day and has been found correct by our import department.
- c. We received your consignment yesterday (on), we say thank you very much for your prompt service.
- d. We duly received delivery of your goods, arrival on by (S.S. Great Singapore).
- e. We are much obliged to you for the prompt executions of our order, which arrived us on
- f. Referring to our order No. /dated. , we regret to inform you that we compelled to refuse your delivery/consignment.
- g. On checking the consignment of on arrival, our quality control department reported that the quality was inferior in comparison with our previous order.

2. Complaints a quality goods.

- a. You have supplied goods below the standard we expected from the samples.
- b. The bulk of the goods delivered is not up to sample.

- c. On comparing the goods received with the sample, we were surprised to find that the (colour) is not the same.
 - d. The pattern is uneven in places and the colouring varies.
 - e. We cannot possibly supply our customers with the articles we have received from you.
 - f. We regret, we find you have sent us the wrong goods.
 - g. We cannot accept these containers as they are not the size and shape we ordered.
 - h. We inform you that we cannot use this quality as the finish is not good.
 - i. The goods we have received do not tally with the sample on which we ordered.
 - j. Evidently some mistake was made and the goods have been wrongly delivered.
 - k. The finish is not so bright as it should be and in some place is discoloured.
 - l. Our representative reports that the content is not up to the proportion agreed.
 - m. We have had an analysis made and the analyst report (that the chemical content is % less than guaranteed) (that the compound is deficient in).
 - n. We find, that you have sent us an article marked we ordered. We take it that this was due to error, but as the articles sent are not of the type we stock. We must ask for replacement by the correct number as soon as possible.
3. Missing the delivery.
- a. On checking the goods received we find that several items on your invoice have not been included. We enclose a list of the missing article.
 - b. Unfortunately, you have not send us all the goods we ordered. The following are missing.
 - c. Your invoice and (two parcels) supposed to contain (50 cases). On opening the parcels we found that one contained (40 cases).

- d. You have short shipped this consignment by (2 cwt).
 - e. There is a discrepancy between the packing list and your invoice : (3 dozen) are correctly entered on the invoice but there only (2 dozen) in the case.
 - f. Your consignment has been found correct of which (12) were ordered and invoiced whilst the case contained only (6.).
 - g. We are regret to have to tell you that one case contains only (10 metres) carpet instead of (12 metres) entered on the packing list and also on the invoice. The case shows no signs of pilferage and we shall be glad if you will check up with your packers before we make a claim.
4. Complaint of Delay.
- a. You will remember that it was agree the goods would be shipped on time to arrive here by (the end of the month.)
 - b. When we sent you the order, we pointed out (that prompt delivery was essential) (that early delivery of the goods was absolutely necessary).
 - c. We are not receive your advice of despatch of the We are receiving urgen requests from customers and you will understand that this delay places in an awkward position.
 - d. We hope to hear from you by return that the consignment in on its way.
 - e. In your acknowledgement of our order you stated that the consignment would be despatched within (two weeks/a fortnight) and we are, therefore, very surprised that we have had no advice of despatch yet.
 - f. If the goods have not yet been shipped, we must remind you to sent them as soon as possible.
 - g. We must ask you to despatch the consignment,immediately, if you have not already done so, and in any case, please inform us by return what the position is.
 - h. We are at a loss to understand why we have not heard from you, when you will send our order. Any delay now will cause us a loss of some customers.

- i. The time of delivery was clearly stated on our order, but until now we are without your advice of despatch.
 - j. If there is any delay in renewing it the consignment may have to be held up at the docks, which will add to the cost of the shipment and cause great inconvenience. We therefore advice you to do everything possible to hasten the despatch.
 - k. We stated explicitly on our order that we wanted delivery not later than (15th April). You have confirmed our order accordingly and we are surprised that we have not yet received goods or any advice from you when we can expect delivery.
 - l. We have regret that you have so far failed to deliver our order for (items), for which we had specially stipulated delivery for (time/date), to ensure punctual arrival.
5. Complaint of bad packing - damage condition.
- a. We much regret that we have to complaint about the packed in which the consignment just received in damage condition.
 - b. We regret to inform you that (one) of the cases of your consignment arrived in a (badly) (damage) condition. It is containing (50 dozen)
 - c. The cartons appear to have been very roughly handled at some time during loading or discharging, but fortunately the metal bands held firm and the contents have not suffered any damage.
 - d. We have received the case and contents examined by our import department. But, as you will see from the enclosed copy of his report, he maintainst that the damage was probably due to insecure packing and not to any unduly rough handling of the case.
 - e. We acknowledge of receipt of your despatch that the lid was broken and the case with its contents crushed. It looks as if some very heavy cargo had fallen on it.
 - f. The packing inside the case (was too loose)(was insufficient) with the result that there was some shifting of the contents and (several cups and plates) have been broken. The attached list will give you details.

- g. We have examined the boxes and find that about (25 dozen) are in an unsaleable condition. We didn't know how this mistake have occurred.
 - h. The adhesive tape seems to have dried in some cases, so that the lids became loose. We would therefore advise you to see whether the tape used was defective in any way.
 - i. The seams of the jute sacks do not appear to have been strong enough, with the result that they have given way, thus allowing the contents to run out.
 - j. One of the parts in case No. has been dented, in consequence of contact with the other parts. We believe we can the dent pressed out, but this may affect selling price and in that case we must reserve the right to call on you for compensation.
6. Warning of cancellation.
- a. We must ask you to carry out our orders more carefully in future.
 - b. We must insist on more careful (execution of our orders) (attention being given to our instruction)
 - c. We regret that unless hear from you by return, we shall be obliged (to cancel the order) (to terminate the agreement).
 - d. We shall be (forced) (compelled) to hand the matter over to our solicitors.
 - e. We shall much regret having (to take this step) (to take such action) and we hope it will not be necessary.
 - f. We trust you will legal action necessary for us (to do this) (to take legal action) (to take such a step).
7. Complaint of reduced price
- a. As the quality of this goods is not up to our usual lines, we are prepared to accept them if you will reduce the price to (. . . % lower).
 - b. We are only prepared to accept the goods sent if you are willing to make a substantial reduction in the price.

- 8. Closing sentences.
 - a. We hope that you will look into the matter without delay.
 - b. We wait to your adjustment as soon as possible.
 - c. Please make an adjustment to this matter and we are looking forward to hear from you soon.
 - d. We assume that you are taking the matter up.
 - e. We hope that you will adjust for this mistake (complaint) as soon as you receive this letter.
 - f. Please examine this matter and we hope you make an adjustment promptly.
 - g. In the meantime we are holding the case at your disposal, please let us know what you wish us to do with it.
 - h. We must ask you to let us know, without delay, what you can do to help us in getting over this difficult.
 - i. We have not other alternative but to return the goods, carriage forward. We would require you to replace the damage goods immediately.
 - j. We are waiting your prompt decision concerning this matter.

D. Contoh-contoh Kalimat dalam Letter of Adjustment

- 1. Opening sentences
 - a. We have received your letter dated for your complaint and please let us to make an adjustment.
 - b. We have received your letter of and are very sorry that we have unable to supply your order on time (complaint of delay).
 - c. We acknowledge the receipt of your letter of and are extremely sorry that we have not been able to deliver your order on time requested
 - d. We were really distressed when we received your letter of (yesterday, on) and learned that your parcels had been mixed up with two others.
 - e. We are very sorry that you have to complaint of the delay in the delivery of

- f. We are sorry to hear that you have had trouble with your
- g. We received your letter of and find on examination that your claim is apparently due to a misunderstanding.
- h. We regret to see from your letter of that (one case) of our shipment arrived in damage condition.
- i. Thank you for your letter dated But we regret that we heard case No. did not contain the goods you ordered.
- j. We have received your letter of and thank you for sending us the two sample (of cloth) for examination.

2. Adjustment to Complaint of The Quality Goods

- a. We are very sorry to receive your complaint that the material you received was not of the quality expected.
- b. We have been supplying ~~the~~ some material for some time past and had no complaint about it so far.
- c. We think the best procedure will be to have the pieces examined by an expert and are arranging for this to be done.
- d. The samples you sent us are not large enough to judge and we shall be much obliged if you will return us the whole piece. The cost of returning will, of course, be paid by us.
- e. We greatly regret the mistake in the number, which resulted in your receiving the wrong articles.
- f. We shall be glad if you will return the goods to us, and we have arranged for the collection by
- g. We inform you that the on their way to within (15 minutes) of receipt of your letter.
- h. We inform you that the mistake in our consignment had been noticed and the (goods) had been despatched by
- i. We told the manufactures how greatly concerned we were over your disappointment in the quality and the fact that you had supplied (the cloth) to new costumers. We have arranged them for the immediate

despatch of replacement. Furthermore, they guarantee the quality of (the cloth) which sent.

- j. The article were carefully examined in the usual way before being packed and we cannot understand how (the enamel came to be cracked.) We shall be much obliged if you will keep return the articles, carriage, forward.

3. Adjustment to complaints of missing from the delivery.

- a. We greatly report that you received only (2 dozen) instead of the (3 dozen) ordered. On investigation we find the packers misread the number and we have arranged with the immediate despatch of the missing (1 dozen).
- b. On receiving your letter and list of goods you say were missing from the consignment, we checked up with the packers. It appears that an extra case had to be used to take all the articles of the order.
- c. We inform you that the missing in our consignment had been noticed and the had been despatched.
- d. According to our records the complete dozen were packed and we are afraid that the case must have been open, although it may show no signs of this. We can send you evidence^{ket} of the correct shipment, so that you can take the matter up at your hand. Please let us know if you require any action on our part.
- e. On making inquiries concerning the missing, we have discovered that it was left behind on the quay. The shipping agents inform us, how ever, that it was put on the next ship, the M.S., which is due to arrive at your port on The local agent have already received advice of this and will communicate with you on the arrival.

4. Adjustment to cor,plains of offer a reduced price.

- a. We appreciate your offer be keep the goods wrongly delivered, and we are ready to allow % of the invoice price. We hope this meet with your approval.

- b. In view of the high quality of the article, we regret that we cannot reduce the price, If you are unable to accept it, we will make arrangement for its collection and (return to us) (deliver to another customer).
5. Adjust to complaint of delay.
- a. The goods are already on their way and the documents were duly handed to the bank.
- b. We are extremely sorry about this delay, which you will realise was due to circumstances beyond our control.
- c. The delay was caused by the related arrival of some of the raw material. We are glad, however, that the will be ready for despatch (next week), and we hope that they will arrive on time.
- d. We much regret that no priority can be given, but you can be sure that all order are being executed in strict rotation.
- e. Our advice of despatch was mail to you and you will doubtless have received it now.
- f. We are very sorry, when your order received we have already booked so many orders, so we could accept your order for delivery only.
- g. We much regret that you had the trouble and your letter must have crossed with ours, advising you of the shipment of the consignment.
- h. We regret that it was not clearly pointed out that we unable to confirm delivers by as you requested and we do not want you to suffer because of this amission by order department.
- i. The factory have advised us that owing to an unexpected demand, they have not been able to cope with orders and are behindhand with some deliveries.
- j. We are very sorry that we have been unable to supply your order on time. There was a slight delay due to the breakdown of a , which held up (production) (packing) for (a day or two), but as we knew it would not affect the delivery limit.

- k. We have asked the manufacture to give your order priority, which they have promised to do.
6. Adjustment to complaint of bad packing-damage
 - a. As soon as we received your letter we got on touch with the packers and asked them into the matter.
 - b. We have reported the matter to our insurance company. Will you please hold the damage goods at our disposal. We will give (credit) when the matter has been settled.
 - c. We have passed on your complaint to the firm of packers that handled this consignment, and have asked them to send us a report.
 - d. Meanwhile we have despatched (20 dozen "Pilot" pens) to replace the damage ones and we trust that this will be in accordance with your wishes.
 - e. The packers do not agree that there is any defect in the material used and there have been no previous complaint. They maintainance that the cases must have (been subjected to) very (rough handling) (rough treatment).
 - f. We have instructed our sales Department to despatch the replacements goods by (train) today, carriage paid. In case you do not received the goods on (time), please do not hesitate to give us (a phone call).
 - g. We have been in touch with the manufacturers of (the bags) and have asked them (to streng the material) or (to reinforce the seams).
 - h. We are very pleased to hear that the metal band held firm, but we will use stouter packing in future.
 7. Adjustment to warning of cancellation
 - a. We feel that your threat of cancellation is unjustified and we shall be obliged to hold you to your contract.
 - b. It was with great regret that we read your final remark, and we sincerely hope you will not concider it necessary to take such a drastic step.

- c. We should like to say that we greatly appreciate your patience in this most unfortunate matter, but as we have hopes of getting cleared up in the very near future. We would ask you to do nothing final yet.
 - d. As we do not feel, we have had the cooperation from you (as we expected), we ourselves are no prepared to continue the contract and give you due notice of termination.
8. Closing sentences.
- a. We offer our sincere apologies for all the trouble you have been caused and assure you that much inconvenience will not be repeated in the future.
 - b. Please accept our many apologies for the trouble caused to you by error.
 - c. In this opportunity, please accept our apologies for this mistake.
 - d. We are sorry for this most regrettable mistake and have taken measures to prevent a recurrence of similar errors in future.
 - e. We are most grateful to you for settling this matter in such a friendly way.
 - f. Forgive us please for our mistake, and we promise to give you a better service for your orders next time.
 - g. We shall write to you again as soon as we have heard from the insurance company.
 - h. In the circumstances we have greatfully cancelled your order but trust that you will give the chance of quoting again when you are in market next time.
 - i. We accept full responsibility and offer our apologies to this happenings.
 - j. We trust that our adjustment to this complaint will meet your wishes and we hope to receive many more orders from you as soon as.
 - k. We hope that you will feel that this concession on our part is a satisfactory and we look forward to receiving your repeat order in the near future.

1. We apologies sincerely for the trouble caused to you, and will take all possible steps to ensure that such a mistake is not make again.

E. Exercise

Write a letter of complaint and their adjustment based the below instrauction*:

1. Orders for 100 tins "ICI" paints changed by "De Lux" paints.
2. You gave an order 200 "Americana" shirts, request to deliver on 15th April , was not accept until 30th May.
3. You expected discount of 5% agreed, instead 3% only.
4. You would like man suiting's price of \$ 2,0 per unit piece, but increased to \$ 3.0 per piece.
5. A complaint that package of 20 dozen cups and plates was received in damage condition. Two dozen of the cups were broken.
6. A consignment of Beilini's quality is not up to the sample which led to the placing of the order.
7. A consignment of 500 tons "Cianjur" rice deliver to you of 499 tons. Complaint of this short weigh.
8. Your customers have complaint to incivility of one of your servant.
9. You ordered carpet cut to match for your room, on a sample shown by their agent. But, it was not the exact shade of the sample and does not match your guest room.
10. A consignment of fish ordered by you was mistake sent to "Chinese foods" restaurant. When at finally reached was unfit for sale.
11. A customer has bought a radio from you. He had dropped it and he returns it to repair under your time's guarantee.
12. A complaint that the repairs to your IBM typewriter had not satisfy you.
13. You paid cash for goods on delivery, but after two weeks you received a bill for the amount.
14. A complaint from your customer that your consignment of colour television 24 inch have cracked.