

# BUSINESS ENGLISH

nadiasmita@uny.ac.id

## Adjustment Letter

Replies to complaint letters, often called letters of "adjustment," must be handled carefully when the requested compensation cannot be granted. Refusal of compensation tests your diplomacy and tact as a writer



## Here are some suggestions that may help you write either type of adjustment letter :

1. Begin with a reference to the date of the original letter of complaint and to the purpose of your letter. If you deny the request, don't state the refusal right away unless you can do so tactfully.
2. Express your concern over the writer's troubles and your appreciation that he has written you.
3. If you deny the request, explain the reasons why the request cannot be granted in as cordial and noncombative manner as possible. If you grant the request, don't sound as if you are doing so in a begrudging way.
4. If you deny the request, try to offer some partial or substitute compensation or offer some friendly advice (to take the sting out of the denial).
5. Conclude the letter cordially, perhaps expressing confidence that you and the writer will continue doing business.



# Body/Content of Adjustment Letter

1. **Introduction** : acknowledgement of receipt of the complaint. "We have received your letter about the damaged goods you received."
2. **Expression of our apology** : "We are extremely sorry about it."
3. **Explanation / admitting / own the problem**: "We will struggle to send goods in a proper way."
4. **Solution** : "We will deliver the replacement for the damaged goods today. We also enclosed a free \$ 25 voucher that you can use anytime."

Green Tree Freight Co., Inc.  
Columbus, Ohio 45453  
☎ (315) 565-6789  
March 29, 19XX

Complete Table, Inc.  
P.O. Box 3132  
Austin, TX 78703

Subj.: March 24 letter about damaged freight

Dear Mrs. Hughes:

I have just received your March 24 letter about the damaged shipment you received through Green Tree Freight and regret the inconvenience that it has caused you.

From your account of the problem, I am quite sure that your request for the \$240 adjustment on the damage to the 2 crates of Valjean Cristal stemware will be granted. A certain amount of breakage of this sort does unavoidably occur in cross-country shipping; I am sorry that it was your company that had to be the one to suffer the delay.

I must remind you to keep the damaged crates in the same condition in which you received them until one of our representatives can inspect them. That inspection should take place within 2 weeks.

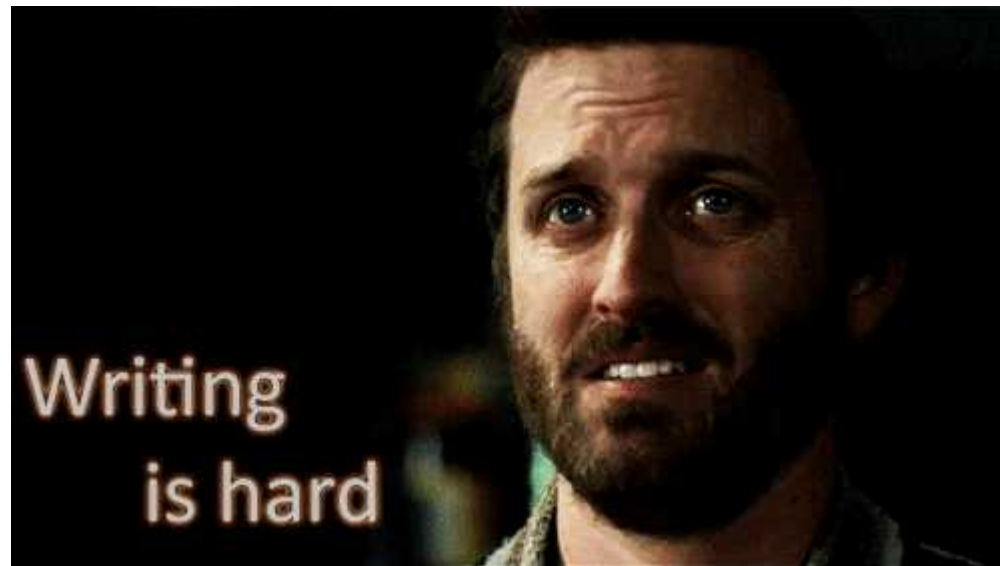
If all is in order, as it sounds to be in your letter, you can expect the full reimbursement within 2 weeks after our representative's inspection. I hope this unfortunate accident will keep you from having merchandise shipped by Green Tree Freight in the future.

Sincerely,

David F. Morgan, Customer Relations  
Green Tree Freight Co., Inc.  
Columbus, Ohio 45453

**Adjustment Letter  
EXAMPLE**

# FIGHTING !!



*We choose go to the moon, not because it's easy.  
Because, it's hard ! - Amstrong*