



**SNS COLLEGE OF TECHNOLOGY  
(AN AUTONOMOUS INSTITUTION)  
COIMBATORE-35**

**Business Letters**

A business letter is a letter from one company to another company or to their customers, clients, or to other external parties. Business letter uses formal language and a specific format. It has 4 types like **Quotation letter, Clarification letter, Placing order letter and Complaint letter.**

**1. CALLING FOR QUOTATIONS**

Whenever an organization wants to buy products in bulk, they sent a letter or mail to other companies, it's called as Quotation letter. A request for a quotation is an enquiry about the prices and availability of the products or services.

**Example:** Assume yourself to be the Purchase Officer of Nirmal Foundations Pvt. Ltd. Write a letter inviting quotations to buy certain computer peripherals (a piece of equipment that is connected to a computer) from Danish Technologies Pvt. Ltd. Anna Salai, Chennai. 600017. Mention clearly all details you expect from the dealers.

NIRMAL FOUNDATIONS PVT. LTD.

57, ABC Complex, XYZ street,

Coimbatore – 600007

10 March, 2024

(Your Name)

The Purchase Officer

The Sales Manager

Danish Technologies Pvt. Ltd

Anna Salai

Chennai - 600 017.

Dear Sir/Madam,

**Sub: Quotations for Computer peripherals - Reg,**

We are a computer institute. We have expanded our institute to accommodate 20 more systems. We would like to buy certain computer peripherals that are required immediately. We would like to have your lowest rates for these items along with details like discount on bulk purchase, the guarantee period, installation and transportation charges and your terms of payment.

S.NO.	ITEMS	QUANTITY
1.	Monitor	20
2.	Colour Printer	30
3.	UPS	40
4.	Keyboard	20

We plan to start functioning in this new complex from the 1<sup>st</sup> of next month. So please let us know the details for the above products by 28th of this month. We look forward to hear from you.

Thanking You

Yours faithfully,

(sign)

Your Name

The Purchase Officer

## 2. CLARIFICATION LETTER

Imagine that you have received the quotation from Danish Technologies pvt. Ltd., But you have certain doubts in the quotation letter. Draft a letter to the Sales Manager, **seeking clarification.**

NIRMAL FOUNDATIONS PVT. LTD.

57, ABC Complex, XYZ street,

Coimbatore – 600007

01 April, 2024

(Your Name)

The Purchase Officer

The Sales Manager

Danish Technologies Pvt. Ltd

Anna Salai

Chennai - 600 017.

Dear Sir/Madam,

**Sub: Seeking clarification - Reg.**

**Ref: 1. Our letter No. JN/47-2024**

**2. Quotation No. M/52 dated 10 March, 2024**

Thank you for your letter of 25<sup>th</sup> March enclosing the quotation and the latest catalogue. We are happy to place an order with you. However, we need some clarification.

In your letter, the packing and forwarding charges are not mentioned separately as we had requested for. We would like to know whether the price quoted is inclusive of these charges or not. Also we would like to know whether any discount is given if we pay in cash.

We would be grateful if you could clarify these doubts, so that we can place the order.

Yours faithfully,

(sign)

Your Name

The Purchase Officer

### 3. PLACING ORDER

**As a purchase manager of Nirmal Foundations, place an order to Danish Technologies Pvt. Ltd., for the items required for your company.**

NIRMAL FOUNDATIONS PVT. LTD.

57, ABC Complex, XYZ street,

Coimbatore – 600007

20 April, 2024

(Your Name)

The Purchase Officer

The Sales Manager

Danish Technologies Pvt. Ltd

Anna Salai

Chennai - 600 017.

Dear Sir/Madam,

**Sub: Placing order for Computer Peripherals - Reg.**

**Ref: 1. Our letter No. JN/47-2024**

**2. Quotation No. M/52 dated 10 March, 2024**

**3. Clarification letter No. M/53 dated 01 April, 2024**

Thank you for your quotation dated 10<sup>th</sup> March. The prices and the terms and conditions are acceptable by us. Your clarification related to packaging and transportation charges are well understood. We request you to send the below mentioned items within 5 days.

<b>S.NO.</b>	<b>ITEMS</b>	<b>QUANTITY</b>
1.	Monitor	20
2.	Colour Printer	30
3.	UPS	40
4.	Keyboard	20

A cheque no.320004 for the sum of 50,000/- as advance payment is enclosed herewith. On receipt of the items and installation, and the remaining amount will be settled in the form of demand draft on your company name. We look forward for your cooperation.

Yours faithfully,

(sign)

Your Name

The Purchase Officer

#### 4. COMPLAINT LETTER

**As a purchase manager of Nirmal Foundations, write a letter of complaint to The Sales Manager of Danish Technologies Pvt. Ltd. on the Discrepancies found in certain items supplied by them.**

NIRMAL FOUNDATIONS PVT. LTD.

57, ABC Complex, XYZ street,

Coimbatore – 600007

05 May, 2024

(Your Name)

The Purchase Officer

The Sales Manager

Danish Technologies Pvt. Ltd

Anna Salai

Chennai - 600 017.

Dear Sir/Madam,

**Sub: Complaint on computer peripherals received - Reg.**

**Ref: 1. Our letter No. JN/47-2024**

**2. Quotation No. M/52 dated 10 March, 2024**

**3. Delivery note No. M/53 dated 20 April, 2024**

Thank you for delivering the items ordered on the date. But the person who have to install the items haven't arrived so far. Also we found certain sealing tampered/damaged. Please send your men and do the needful at the earliest.

Yours faithfully,

(sign)

Your Name

The Purchase Officer