Quality Concern Regarding Custom Order

Date: [Insert Date]

To: [Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to address a concern regarding the quality of a custom order we received on [Insert Order Date]. The order number is [Insert Order Number].

Upon receiving the items, we noticed [describe specific quality issues, e.g., defects, discrepancies in specifications, etc.]. This has impacted our ability to [explain how it affects your business/process].

We value our partnership and believe that maintaining high quality is essential for both of our businesses. Therefore, I would appreciate your assistance in resolving this issue. Could you please provide us with guidance on how to proceed? This may include a replacement, refund, or any other suitable solution.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]