Non-Fiction Exemplars
Formal Letter

Mr G Towner

Managing Director   53, Old Street,

Hartley Building Supplies   New Town,

12, Liverpool Street,   Wessex,

New Town,   WE31 6XY

Wessex,

WE33 7TG   Sunday, 13th January, 2017

Dear Mr Towner,

I am writing regarding a delivery that was made to my address last Friday. I am disgusted by the standard of service I received and would like an immediate refund of my order.

I arrived home at 5pm on Friday to find two of your employees standing on my driveway, together with a pallet of bricks which had been deposited directly in front of my garage doors. I explained to them that I would be unable to access my garage if the pallet was in that position, but they refused to move it, saying they were late for their next delivery. Despite my protestations, they then departed in their truck.

Upon further examination of the pallet, I realised that the bricks were not the ones I had ordered; they are engineering bricks, whereas I ordered facing bricks. I immediately called your customer services department and was told nothing could be done until Monday. I have therefore spent the entire weekend unable to access my garage and without the item I ordered.

I would like you to refund my order and remove the pallet of bricks from my driveway immediately. I am extremely disappointed with the standard of service I have received and I will not be placing any further orders with your company.

Yours sincerely,

Mr A Hunter

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Formal Letter

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Mr G Towner
Managing Director
Hartley Building Supplies
12, Liverpool Street,
New Town,
Wessex,
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53, Old Street,
New Town,
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Sunday, 13th January, 2017

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Dear Mr Towner,

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'I'

I arrived home at 5pm on Friday to find two of your employees standing on my driveway, together with a pallet of bricks which had been deposited directly in front of my garage doors. I explained to them that I would be unable to access my garage if the pallet was in that position, but they refused to move it, saying they were late for their next delivery. Despite my protestations, they then departed in their truck.

'deposited'/'protestations'

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Upon further examination of the pallet, I realised that the bricks were not the ones I had ordered; they are engineering bricks, whereas I ordered facing bricks. I immediately called your customer services department and was told nothing could be done until Monday. I have therefore spent the entire weekend unable to access my garage and without the item I ordered.

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I would like you to refund my order and remove the pallet of bricks from my driveway immediately. I am extremely disappointed with the standard of service I have received and I will not be placing any further orders with your company.

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Yours sincerely,
Mr A Hunter

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Formal Letter

The name, role, company and address of the person you are writing to goes on the left-hand side of the page. If you do not know the name of the person, just use their job title. Use commas to separate the lines of the address.

Your address goes at the top right of the letter. Use commas to separate the lines of the address.

Mr G Towner
Managing Director
Hartley Building Supplies
12, Liverpool Street,
New Town,
Wessex,
WE33 7TG

53, Old Street,
New Town,
Wessex,
WE31 6XY

Sunday, 13th January, 2017

The date, written in full, goes on the right-hand side of the page. Use commas to separate the different elements of the date.

If you know the person's surname, use it here with their title (Mr, Mrs, Miss, Dr, etc.). If you don't, then write to Dear Sir or Dear Madam. Always use a comma after this greeting.

Dear Mr Towner,

I am writing regarding a delivery that was made to my address last Friday. I am disgusted by the standard of service I received and would like an immediate refund of my order.

Introduce what you are writing about in the first paragraph of the letter. Keep it short and to the point.

This paragraph always starts with a capital letter, despite the comma after the greeting.

'I'

Use the first person – 'I' – throughout your letter.

I arrived home at 5pm on Friday to find two of your employees standing on my driveway, together with a pallet of bricks which had been deposited directly in front of my garage doors. I explained to them that I would be unable to access my garage if the pallet was in that position, but they refused to move it, saying they were late for their next delivery. Despite my protestations, they then departed in their truck.

'deposited'/'protestations'

Language should be formal.

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Punctuation should be formal – exclamation marks will be rare if used at all.

Upon further examination of the pallet, I realised that the bricks were not the ones I had ordered; they are engineering bricks, whereas I ordered facing bricks. I immediately called your customer services department and was told nothing could be done until Monday. I have therefore spent the entire weekend unable to access my garage and without the item I ordered.

Your next paragraphs should add detail.

Finish with a paragraph which summarises your reason for writing.

I would like you to refund my order and remove the pallet of bricks from my driveway immediately. I am extremely disappointed with the standard of service I have received and I will not be placing any further orders with your company.

Conclude with Yours sincerely (if you have used their name at the beginning of the letter) or Yours faithfully (if you have written to Dear Sir or Madam). Always start the sign-off with a capital letter and use a comma at the end.

Yours sincerely,
Mr A Hunter

Finish with your full name and space for your signature.