Date:

To

[The Recipient Name]  
[Address]

**Subject: Complaint about Expired Milk Delivered on [DATE]**

Respected Sir,

I [name] am serving as [designation] in the management department of [name] Mega Mart. I am writing to you about the batch of tetra pack milk we received from you on [date]. You have been our primary supplier of dairy products for [number] of years and we have a dedicated customer base for your products, and we have never received a complaint in the past. As you know that we receive a fresh batch from you every Monday and every batch is identified by a unique identification number.

The issue we are currently facing is that in the past one week, we have received multiple complaints that your brand’s milk that the customers bought from us, was expired. The customers had brought back the milk cartons for evidence and upon inspection, their claims were verified. We have traced the problem back to the batch delivered on [date]. Almost all the cartons in that batch have been received back with complaints of being expired.

We cannot identify the issue as at our end the cold chain was maintained, and proper SOP was followed in handling the milk. Also, the milk from other brands is perfectly well so the problem must have originated at your end.

As you understand according to our Mart’s policy, we offer a complete refund to the customers in such a situation and according to our contract with you, you are bound to refund the amount back to us after confirming the claim. We are attaching a copy of the complaint forms filled by the customers to get a refund.

Please investigate this issue at the earliest and refund the amount due to us or we can deduct it from the future payments, whatever suits you. We are open to suggestions and welcome any other way of refund such as installments etc.

Looking forward to a positive and expeditious response from you.

Yours sincerely.

[name]

Department name