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Your business address

License number: AXW9867

Date

Vendor's business address

Subject: Default on timely delivery of goods

Dear Mr. / Ms. (The delivery manager's name)

I am writing to let you know that yet another set of (name the goods) has not reached in time. As discussed, your delivery is vital for the functioning of our business. It has a cascading effect on the quality of service we provide to our customers.

As a forfeiture for delivering the goods late by 4 hours on two consecutive days, I will be paying half the delivery fee. The same has been communicated to your delivery executive Mr. / Ms. (delivery executive's name).

However, I sincerely believe that we can get this train back on track. I will gauge the efficiency of your deliveries for the next 3 days. If satisfactory I would like to continue in the same manner as we have. If not delivered on time I will be forced to look for a different freight service.

Please acknowledge this fair arrangement by replying to this mail.

Hoping for a sustained solution.

Yours sincerely

(Your signature)

(Your name)