



Draft reply to a client complaint

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Delmont SAS · complaint of 12/06/2026 · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Draft, unsent**: a reply to a complaint binds the company and gets signed.

The complaint, as written

Email of 12/06/2026: three grievances — quantity delivered, delivery date, and an installation service allegedly never carried out.

Point by point

Grievance	What the documents say	Proposed position
12 units short on delivery	Delivery note of 28/05 signed without reservation, quantity matching the purchase order	Disputed — evidence on file
Delivery three weeks late	Order 05/05, delivery 28/05: the delay is real	Well founded — a gesture is to be decided

Grievance	What the documents say	Proposed position
Installation not carried out	No service report on file	Undetermined — to check with the technician

One grievance in three is well founded, one is undetermined. That is what made chasing dangerous: it would have demanded the whole sum, part of which is genuinely arguable.

To settle before sending

Gesture on the late delivery: ☐ none · ☐ discount of % · ☐ credit note of €

Installation service: ☐ carried out, report to regularise · ☐ not carried out, to deduct · ☐ to check with

The elapsed time — 56 days without a reply — is not a neutral fact. It does not make the complaint well founded, but it makes the silence hard to explain. It is stated here so the decision is taken knowing it.

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