**CLAIM LETTER**

November 4th, 20XX

John Cameron

Manager

A to Z Equipment Ltd.

88, Downtown Street

London

Dear Mr. John,

I would like to bring to your notice that the installation of water coolers is still pending at St. Mary’s School which was mutually agreed to be completed by November 5th, 20XX. Your company has failed to install the water coolers because of which there is lots of inconvenience caused to the students.

We had ordered a total of 10 water coolers with your company with invoice no. 12345 dated October 14th, 20XX. Out of 10, only six water coolers have been installed and rest four are still pending for installation. We are very disappointed that you could not deliver the services you had promised.

We hope that now you can either have the job finished by November 13th, 20XX or take back the uninstalled water coolers and process the refund as they were ordered for an event that is scheduled for November 15th, 20XX.

Please respond to this letter at the earliest with the action that you are going to be taking in relation to this situation.

Sincerely,

Sim Gretta

Principal

St. Mary’s School

London