PHRASES – Business letters

ORDER

We are considering the purchase of…

*Formal, tentative (nezáväzný)*

We are pleased to place an order with your company for ...

*Formal, very polite*

We would like to place an order.

*Formal, polite*

Enclosed is our firm order for…

*Formal, polite*

Enclosed you will find our order.

*Formal, polite*

We have a steady demand for…, and so would like to order…

*Formal, polite*

We herewith place our order for…

*Formal, direct*

We intend to buy...from you.

*Formal, direct*

Would you be able to accept and order for…at a price of…per...?

*Formal, very direct*

We look forward to your confirmation. Please confirm in writing.

*Formal, polite*

Order - Confirming

Could you please confirm the dispatch date and price by fax?

*Formal, polite*

Your order will be processed as quickly as possible.

*Formal, very polite*

Your order is being processed, and we expect to have the order ready for shipment before…

*Formal, polite*

In accordance with our verbal agreements, we are sending you the contract for your signature.

*Formal, direct*

Enclosed you will find two copies of the contract.

*Formal, direct*

Please return a signed copy of the contract no later than 10 days of the receipt date.

*Formal, direct*

We hereby confirm your order.

*Formal, polite*

This is to confirm our verbal order dated…

*Formal, direct*

We accept your terms of payment and confirm that the payment will be made by irrevocable(neodvolateľný) letter of credit / international money order (IMO) / bank transfer.

*Formal, direct*

We have just received your fax and can confirm the order as stated.

*Formal, direct*

We are placing this trial (skúšobný) order on the condition that the delivery is made before…

*Formal, direct*

Your goods will be dispatched within…days/weeks/months.

*Formal, direct*

Order - Changing order details

Would it be possible to reduce our order from...to…

*Formal, polite*

Would it be possible to increase our order from…to…

*Formal, polite*

Would it be possible to delay the order until…

*Formal, polite*

Unfortunately, we must inform you that we are not able to deliver the goods until…

*Formal, polite*

We regret to inform you that this order will not be ready for dispatch tomorrow.

*Formal, polite*

Order - Cancelling

We are sorry to inform you that we have to place our order elsewhere.

*Formal, very polite*

We are sorry to inform you that we have already placed the order elsewhere.

*Formal, very polite*

Unfortunately these articles are no longer available/are out of stock, so we will have to cancel your order.

*Formal, polite*

Unfortunately your conditions are not competitive enough for the order to be viable.

*Formal, polite*

Unfortunately we cannot accept your offer because…

*Formal, polite*

We would like to cancel our order. The order number is...

*Formal, direct*

We are forced to cancel our order due to...

*Formal, direct*

Since you are not willing to offer us a lower rate, we regret to inform you that we are unable to place an order with you.

*Formal, very direct*

We see no other alternative but to cancel our order for…

*Formal, very direct*