

Escalation & Dispute Templates

These templates help you professionally handle disputes and escalate issues with suppliers when problems arise such as late delivery, quality issues, or contract violations.

Template 1: Late Delivery Escalation

Subject: Urgent Action Required – Late Delivery of [Product/Item]

Dear [Supplier Name],

We regret to inform you that our order [Order ID] has not been delivered by the agreed date [Date]. This delay is causing significant disruption to our operations.

We request immediate confirmation of the revised delivery schedule and expect compensation for any losses incurred due to this delay.

If this issue is not resolved within [X days], we will escalate the matter to the relevant trade authorities and reconsider our partnership.

Sincerely,
[Your Name]

Template 2: Quality Dispute

Subject: Quality Issue with Delivered Goods – Immediate Resolution Needed

Dear [Supplier Name],

We have received our order [Order ID], but unfortunately, the goods do not match the agreed specifications. The issues identified include:
- [List defects/problems]

We request either replacement of the defective goods, a discount, or a full refund. Please confirm how you intend to resolve this matter urgently.

If unresolved, we will be forced to file a formal dispute through [platform/trade authority].

Best regards,
[Your Name]

Template 3: Breach of Contract Escalation

Subject: Breach of Contract – Immediate Rectification Required

Dear [Supplier Name],

According to our contract dated [Contract Date], you are obligated to [Key Obligation]. We have observed a breach of this clause, specifically [Description of Breach].

We require immediate corrective action to resolve this breach within [X days]. Failure to comply will

leave us no option but to pursue legal remedies and terminate the agreement.

Sincerely,
[Your Name]