

Raw Material Rejection - Relationship-Focused Template

Subject: Material Quality Concerns - Let's Work Together on Solutions

Dear [Supplier Contact],

I hope you're doing well. I'm writing about the raw materials we received from you last week, and unfortunately, I have some concerns I need to share.

We've been partners for [X] years, and I really value our relationship. That's why I wanted to reach out personally about the quality issues we've encountered with shipment [ID].

The materials don't meet our usual standards, specifically [issue description]. I know this isn't typical for your company, and I'm wondering if there might have been something unusual in your production process or supply chain.

Rather than just sending everything back, I'd love to understand what happened and work together on preventing this in the future. Our customers depend on the quality we've built our reputation on, and I know you understand that.

Could we schedule a call this week to discuss? I'm confident we can resolve this together and maybe even strengthen our processes.

I appreciate your partnership and look forward to hearing from you soon.

Best regards,

[Your Name]

[Your Title]

[Company Name]

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