

How to request for change in delivery schedule?

Created: Monday, 30 September 2013 12:58 | Published: Monday, 07 October 2013 08:27 | Written by [Monika Agarwal](#) | [Print](#)

You are the owner of a tyre business and a racing team needs tyres urgently. However, due to unforeseen circumstances, you will not be able to deliver the tyres on time. So how would you convince your client for a change in delivery date? Using fluent English to convince your client will help you keep the deal without any major business reciprocal.



Things to keep in mind:

1. Apologize

Apologize first for the delay. The client only wants his products on time and can be affected by your internal problems. Apologize first so that he may know that you are really sorry and are making the best of efforts for a quick resolution. You can say, "We are really sorry for the delay and are taking urgent steps to solve the problem."

2. Make concessions

The client will expect you to give concessions to compensate him for the delay. You can give an extra set of tyres or give him a larger discount. This will help you to preserve your goodwill among your customers.



Sample conversation

Situation : You are supposed to deliver four sets of tyres to your customers and there is a delay of one week due to internal problems.

You: "Hello Mr. Robert, this is Rajat from Imperial tyres."

Client: "Hello Mr.Rajat, How are you?"

You: "I am fine, Thank you. I hope you are doing fine."

Client: "Yes I am. We are really excited about our new set of tyres."

You: "Yes. I am calling to talk about it. I regret to inform you that there has been a slight delay due to issues in the manufacturing unit. You will receive the tyres only after one week."

Client: "What? How is this possible? We need those tyres urgently. Mr.Rajat.this is not acceptable."

You: "I understand. We are really sorry for the inconvenience caused. We are trying to expedite the process and make sure the tyres are ready within a week"

Client: "But what will happen to our schedule? Because of you, everything including the testing will get postponed."

You: "Don't worry. Our tyres are designed for maximum performance. For your convenience and as a compensation to you, we are including two additional tyres free of cost."

Client: "You mean you are giving two tyres for free."

You: "Yes we are. We value your professional relationship over the years and hence would extend this to you as a token of our bond."

Client: "Ok. But please ensure that the tyres will be here by next week."

You: "I will personally make sure that the delivery is on time and we thank you for your understanding and patience."



The above conversation highlights how to converse with a client for a change in delivery. Perfecting your [English speaking skills](#) will allow you to convince the client to agree to a change. You can improve and be confident about your English communication with the help of an [online English Guide](#).

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- By Monika Agarwal

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