[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: REFUSAL OF ADDITIONAL DISCOUNT REQUEST**

Dear [CLIENT NAME],

The purpose of this letter is to inform you that we have received your additional discount request, but unfortunately our policies do not allow flexibility regarding this.

Our established discount is [%] of the total invoiced amount when payment is received within [NUMBER] days of delivery. This policy has been carefully determined and not only would deviating from it cause profitability issues, it would also be unethical. We think that you will find that the [%] discount rate we offer our customers is standard in the industry.

We hope that you are able to understand our position in this matter. We hugely appreciate you as a customer, so if we are able to help you in any way that is within our capabilities, we will be more than happy to do so.

Please do not hesitate to contact us if you need our assistance.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]