

Writing: COMPLAINT LETTERS

Dear Sir/Madam

I am writing to inform you that the goods I bought from your company have not been supplied correctly.

On November 13th I visited your website and ordered a skirt with a jacket to match. It was delivered yesterday and there are several problems regarding my purchase.

Firstly, according to your website, orders normally take two weeks, but in fact, it took over two months, arriving too late for me to offer it to my wife / my son as a Christmas present / birthday present.

Secondly, it is not the size / colour I had chosen. You have sent me a large / green one instead of a medium / blue. This error put me in a tricky situation, as I had to rush to the shops to get a replacement gift / another item.

In conclusion, I feel I should not only get a refund but also an explanation and an apology.

I look forward to your reply.

Sincerely,

Dear Sir or Madam

I am writing this letter to express my disappointment with a recent purchase on your online store Amazon, order number 46458000XDG.

I ordered a Samsung Galaxy Mobile Phone and its mobile phone case. On the arrival, I found out the cell phone case was too small and blue instead of green. To make things worse the cover of the device was scratched and with broken speakers.

I have read the refund policy and, as I am dissatisfied with the products, I would like to replace them. I have been a faithful customer for many years buying on your website regularly due to the good value for money that you normally offer so, I hope I won't be forced to change supplier for my next purchase.

Should you have any questions, please do not hesitate to contact me via email amazonbuyer@live.com

I expect to hear from you as soon as possible.

Yours sincerely,