



LETTER OF COMPLAINT

Unfortunately, we don't always get what we want. Here is an example of a letter of complaint in case you ever have a problem with something you have bought. You can use this as an email if you delete the addresses.

44 Femlea Road Balham
London, SW12RT

27 March, 2013

Customer Services
Building Inc.
68 Candem Road
London, NW1 9EU

Dear Sir/Madam,

I am writing to complain about the three MP3 players I bought from your company on the Internet and about how I was treated by a member of your staff when I phoned to ask for a solution to the problem.

In the first place, I ordered them on 4 February and I was promised they would arrive in three days. However, I had to wait to receive them for over two weeks. Then, when they arrived and I opened the box, I was shocked to see that one of them was broken. Clearly, they had not been packaged properly.

Secondly, when I phoned to complain, I was very disappointed by the way in which I was treated. The staff member who I spoke to was extremely rude and did not offer me any form of refund or replacement.

I would be grateful if you could send me a replacement immediately. If this is not possible, I would like a full refund of my money. Thank you for your help with this incident.

Yours faithfully,

Mary Johnson - Customer number: AB2568479/2
mjohnson@mjohnson.com