

## **Making a complaint**

sample letter

**You have recently ordered an item through the Internet, but are not happy with the purchase. Write to the company. In your letter:**

- describe what you purchased,**
- explain why you are not happy with the purchase,**
- tell them what you would like them to do about the situation.**

Dear Sir or Madam,

I am writing this letter to express my disappointment with a recent purchase on your online store, order number #7298883. I ordered a set of soccer equipments that were advertised on your site as a package including 3 pairs of socks and a pair of soccer boots. However, on their arrival I found out that there were only 2 pairs of socks. In addition, there were scratches on the boots that suggest that they had been used before and returned to your store.

I have since found the same offer on another website and will be returning the packages to your office. I have read the refund policy, and as I am dissatisfied with the product, I would like to request a return of all fees paid, as well as the postal and packaging fees.

Should you have any questions, you can contact me via email, my address is [raymond\\_squared@live.com](mailto:raymond_squared@live.com).

I look forward to a swift resolution to this matter.

Thanks for your time,  
Raymond Jose