

Writing (1)

Letter of Complaint

(1) (جواب)

Dear Sir / Madam,

I am writing this letter to complain about a گھڑی which I purchased a week ago from your online website.

Last week, I saw an ad. about a گھڑی ^{گھڑی} in your website. I made an order and they told ^{me} that the delivery would take 2 days, however, I got it after one week. When I opened the box, I found that the screen was broken and the

power cable was missing. I called the customer service to explain the problem, but they were rude and accused me of damaging the device. Due to what happened to me, I demand a written apology and either you replace the device with a new one or you ^{give} me a full refund. If you do not respond to my demands, I will take a legal action against you.

I am looking forward to hearing from you.

Yours faithfully,
Ali