Provide a detailed list of the issues encountered.

Request specific action to be taken by the recipient

State the reason for writing and provide background information (date of purchase/ name and model number of the product ..)

**To:** customerservice@electrooutlet.com
**From:** Ameena Mohammad@mymail.com
**Subject:** Order No. 657983

Dear Sir/Madam,

I am writing to complain about the Goodyear Bluetooth headphones I bought from you on 12 February.

Firstly, the product description mentions that the headphones are wireless, but they would not connect to my smartphone at all. I tried using other devices to see if they would pair with the headphones, but none would. Consequently, I could not use the headphones at all. To make matters worse, the battery charger was missing. Thirdly, although I ordered the headphones in green, I was surprised to receive them in red. Lastly, even though I used the promotional code FIRST10, my card was charged the full £75, which is totally unacceptable. I have attached a copy of the receipt.

Considering the above, I would like to receive a replacement set of headphones. Furthermore, I expect you to refund me the 10% discount I am entitled to. Thank you in advance for your cooperation.

Yours faithfully,
Ameena Mohamm

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