

😊 A formal written complaint 😊

Dear _____,

I am writing to _____ about a *recent / last* order which I _____. I bought a blue jacket from your website on 7th May. *When / While* I opened it I *noticed / looked* that the colour was wrong. I _____ blue, not green.

The jacket _____ to you and it _____ for the correct colour. *Unfortunately / Fortunately*, this time the jacket was the wrong size. I ordered M not XL, and it _____ large for me. *First / Furthermore*, it looks like it _____ and it is dirty on the back.

I am very _____ with your service. I would be *delighted / grateful* if you _____ me a full _____ for the item and the *cost / price* of sending it back to you.

Yours faithfully,

John Banks