Dear Mr. Steve Johnson,

I am writing this letter to complain about a tablet that I purchased two weeks ago.

First of all, I was totally appalled because there was a delay in the delivery. Secondly, I was shocked when I opened the box. Unfortunately, I found that the screen was broken, and that the charger was missing.

What made matters worse was the way one of your staff talked to me. I contacted him to explain the problem, however, he was rude and aggressive. He even accused me of damaging the device.

Considering the above, I would like to get a written apology and either a replacement of the damaged device with a new one or a full refund. If you do not respond to my demands, I will be forced to take legal action against you.

Thank you in advance for your cooperation.

I am looking forward to hearing from you.

Yours sincerely,

Abdullah

LIVEWORKSHEETS