

Writing production sample lesson: a complaint email

2. Draft your complaint email. Don't worry about mistakes.

Make sure you include:

- Parts of an email

Recipient	Subject
Salutation	Email Body
Closing	Signature

- 2-4 statements describing the issues
- 1-2 statements requesting replacement or full refund

To: legal@tiktok.com [Show BCC](#)

Subject: Requesting replacement of earphones or full refund for the purchase [Plain Text](#)

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Dear TikTok:

I wish to complain about a pair earphones JBL TUNE 230NC TWS in black that I purchased on the first of June, 2023 at www.bestearphones.com after I watched an ad on TikTok.

I am complaining because the earphones keep disconnecting which is now annoying. To resolve this problem, I would like you to contact the provider to replace my earphones or reimburse the total purchase cost.

When I first learned of this problem, I contacted the provider but there is no response from them. I believe that this lack of response is unfair.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within 3 days, I will file complaints with the appropriate consumer agencies and consider my legal alternatives.

I am attaching copies of my receipt and a screenshot of the message I sent to the provider.

You may reply to me at this email or call me at +506-61180265.

Sincecely,

Ivan Suazo

Send  Attach  Save Draft  Spelling  Cancel 

To: [Show BCC](#)

Cc:

Subject: [Plain Text](#)

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