

😊 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