

Letter of Complaint



Dear Manager,

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to get a replacement.

The cabinet doors do not open and shut properly and there is a stain on the cabinet. The cabinet was delivered on 30th December, and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will send a formal complaint.

Yours sincerely,
Peter Parker

Answer the questions below.

1. Who wrote the email?
2. What was purchased by the customer?
3. When did he purchase it?
4. What was wrong?
5. What did he want the seller to do?
6. What did he send with the email?
7. What would he do if the seller does not meet his request?
8. How long does the seller have to meet his request?