

Steps

1. Greeting
2. Why are you writing this email
3. When did you buy (purchase) this product
4. What is the problem with the product
5. What do you want the manager to do
6. Sign off
7. Closing

Dear Store Manager,

I am writing this email to file a complaint about the smart phone I bought from your store on October 27, 2023. The phone stopped working after six days. I would like to return the product and get a full refund.

Looking forward to hearing back from you

Best Regards,

Mary Smith

You purchased a laptop and it is not charging. You want to ask for exchange. Write an email of complaint to the store manager.