

Customer Complaint Letter Sample

From

Mike Mathew

346, Camac Street

Texas.

To

Jonathan Jones

Branch Manager

Wilson Collections

Downtown Mall

Texas

12September2013

Dear Sir,

I had visited your showroom yesterday; 11September2013 with my wife for purchasing a Ladies Golf-Set. We were attended to by your staff-member; James who showed us many sets with patience and enthusiasm. We settled for a Wilman-set and made a payment of \$920 through credit-card.

She wanted to play with this new set; her anniversary gift today since it happens to be our anniversary. But, we were shocked to find that a wrong set was delivered to us due to gross negligence by your billing/delivery-team.

I request you to look into this matter and deliver the correct set to my residence at the above-mentioned address at the earliest. I am enclosing a copy of the receipt of our payment.

Thanking You,

Yours Sincerely

Mike

Sample Letter Complaint Improve Customer Service

Katrin Zwirgmaier



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