



Email of Complaint

Your Address

Your e-mail address (if sending via e-mail)

Date

Name of Contact Person (*if available*)

Title (*if available*)

Company Name

Consumer Complaint Division (*if you have no specific contact*)

Address

Dear Mr. Smith *or* To whom it may concern:

Re: (ACCOUNT NUMBER, IF APPLICABLE)

I am writing to complain about the poor customer service I recently received from *T's PLEASE*.

On September 14th of this year, I purchased 1,000 custom made T-shirts online through your website, and only received 800 upon delivery. Furthermore, our company logo was printed in the center of the T-shirt and not in the right-hand corner as requested. To resolve the problem, we must insist on an immediate replacement order to be delivered within 14 working days at no additional cost to ourselves. Enclosed are copies of the original purchase order and design request.

When I first learned of the problem, I contacted your customer service department for assistance. They were not only rude, but very unhelpful--no one took responsibility or initiative to sort out the mix-up. After being transferred from person to person for 30 minutes, I gave up out of frustration and ended the call.

Though we have been your faithful customers for over five years now, we are seriously considering stopping all future business with *T's PLEASE*.

I look forward to hearing from you and finding a resolution to the problem. If I do not hear back in 14 working days, I will seek help from a consumer protection agency. I can be contacted on the enclosed coordinates.

Sincerely,

Mrs. Linda Jones

Purchasing Manager

rollin pen

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