Dear Bell,

I am writing his letter to you with great regret and sheer disappointment and thus I would like to register my complaint to you. Last month, I bought four pieces of furniture from your store with a warranty for 6-months each.

I purchased a queen-size bed, a three-seater sofa, a two-seater sofa, and a coffee table for my living room. While we were making the deal, your salesperson, his badge said Timothy Green and he was a short person with a bald head, proclaimed that the polish will not fade away and the furniture will not wear out in 6-months.

However, to my shock, it has been only one month now, and the wood color has already started vanishing away. The bed has turned black from chocolate brown and the sofa set is damaged badly. I am totally disappointed with the quality of your products.

I purchased all the items at full price only because your store flaunts quality and long durability as its fundamental work ethic. I have ordered several items before from your store, but it did not ever happen before.

Please investigate the matter and compensate me as you have mentioned in the warranty card. I have enclosed all the necessary documents in this letter including the invoice and the warranty card. I would really appreciate it if you could deal with this matter on an urgent basis since that was the only bed I had and, I do not even have a sofa to sleep on anymore.

Should you have any questions or need any additional information regarding my complaint. Please feel free to contact me at [X] or you can also write me an email at [email].

Sincerely,

Shaun Wolf,  
Customer ID: XYZ 135-6