Dear Sir/Madam,

I am writing this letter regarding some issues related to my purchase from your shop on November 10th. During my visit to your shop, I purchased an Electric Steamed pot whose model number and invoice ID I have attached to the end of this letter.

Unfortunately, when I returned back home and opened the box, I could see that the main handle of the pot was broken and three of its main buttons were missing. I checked the manual to make sure that I was not mistaken in what I saw, but it was obvious that the product was damaged. I phoned your shop immediately afterwards but the employee who answered the phone refused to give me a clear answer on how I should return the product.

I ask you to take immediate action regarding the issue with my purchase and also I would like the rude employee whom I mentioned receive a warning for his behavior and I would like you to exchange the broken pot for a working one.

Regards,

Alfred Hichkak

6.5

Rater’s comments:

Good grammar and vocabulary use

Good coherence and structure