Dear Sir/Madam

I am writing to complain about customer service in your store. My name is Sophia Geller. I live on West Coast street. Being your loyal customer for more than 10 years made me have high expectancies, but in my recent purchase, I did not even see responsive behaviors from any employees there.

I bought a Hoover vacuum cleaner with 150g20 code from your shop last week. Unfortunately, it did not work properly. Therefore, I have been calling your shop for 5 days, but I did not get any answer to know what to do. The vacuum cleaner I bought has a warranty which means I will be able to get it repaired or replaced easily. It did not happen and does not seem to happen.

I am very displeased with your product quality as well as customer services. After a week I expect to receive a replacement as soon as possible. I look forward to hearing back from you.

Yours faithfully,

Sophia Geller,