

Class : 2B

Name : Li Tsz Ching

Topic : Writing an Email to Complain to an Online Retailer

Text Type : Email of Complaint

Dear Sir/Madam

I am writing to complain about the low quality of your Bluetooth headphones and the poor customer service at your shop. When I got the Bluetooth headphones, I felt very disappointed because of the following problems.

First, I had ordered the black design, but the pair of headphones that I got was pink! I wanted to send them back to exchange them for the color I ordered. However, I realized that I needed to pay return postage to the US. That would be almost half of the cost of the headphones. The return postage was too expensive. Therefore, I had no way to return the headphones and gave them to my little sister who can wear a pair of pink headphones.

Also, the order confirmation said that the headphones have 10 hours of battery life and they can cancel external noise. However, my little sister said that the battery had run out after only 15 minutes. While she was using the headphones to listen to the songs, she could still hear some external noises. For example, she could hear what people around her were talking about. Therefore, she couldn't enjoy the songs. You can see from other customer reviews that she was not the only one who had these problems.

Second, my dad paid for the headphones with his credit card. He told me that Superdeals had charged him for two pairs of headphones instead of one. Yesterday, he phoned your shop to talk about this problem. However, the shop assistant didn't reply and hung up on him. The shop assistant was very impolite. The shop assistant's behavior was totally out of line with the good service that your shop is known for. I thought the shop assistant didn't respect my dad.

I hope you will give me a full refund or allow me to exchange the headphones with free return shipping. If you don't respond regarding these low quality headphones and the impolite service that my dad got, I will stop shopping at your shop. I can be contacted by email at alexlee@hkmail.com.

Yours faithfully

Alex Lee

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