

Subject: Appeal for Unfulfilled Promotional Offer

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally appeal regarding a promotional offer that I believe has not been fulfilled on my recent purchase from [date of purchase] under order number [order number]. The promotion advertised [briefly describe the promotional offer, e.g., "20% off on all items during the holiday season"].

Upon completing my purchase, I expected to see the promotional discount applied; however, it was not reflected in my final bill. I have attached copies of my receipt and the promotional advertisement for your reference.

As a loyal customer, I am disappointed by this oversight and kindly request your assistance in rectifying this matter. I would appreciate it if you could honor the promotional offer and adjust my account accordingly.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]