

Letter of Dissatisfaction Claim

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date: [Insert Date]

Customer Service Department

[Ecommerce Vendor Name]

[Vendor Address]

City, State, Zip Code

Dear Customer Service Team,

I am writing to formally express my dissatisfaction regarding my recent order #[Order Number], which I placed on [Order Date]. Unfortunately, I received the wrong item on [Delivery Date]. Instead of [Expected Item Description], I received [Received Item Description].

This error has caused significant inconvenience, as I was depending on the correct item for [brief explanation of the purpose, e.g., a gift, project, etc.]. I kindly request that you rectify this situation by either sending me the correct item or providing a full refund. Additionally, please provide instructions on how to return the incorrect item.

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

Sincerely,

[Your Name]