

# Duty-Free Purchase Complaint

To Whom It May Concern,

I am writing to formally complain about an issue I encountered during my recent duty-free purchase at your store on [insert date]. My order number is [insert order number].

Upon reviewing my receipt, I noticed several incorrect charges that do not align with the advertised prices. The details of the discrepancies are as follows:

- Item: [insert item name] - Charged \$[insert incorrect amount], should be \$[insert correct amount]
- Item: [insert item name] - Charged \$[insert incorrect amount], should be \$[insert correct amount]

I believe these incorrect charges are due to a clerical error and I kindly request a review of my transaction for a possible refund of the overcharged amount.

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

Sincerely,  
[Your Full Name]  
[Your Address]  
[Your Phone Number]  
[Your Email Address]