

\* Write a formal e-mail to complain about something you have bought

To : clientakution@zara.com

From : zolyu@gmail.com

Subject: New shirt

Dear Sir or Madam,

I am writing with reference to the above order / which was placed on your shop at the main street on 29 February. Unfortunately, I am extremely dissatisfied with your product.

First of all, when I was going to put it on, the shirt was unstitched.

Secondly, the shirt was off-colour in the front part. ~~Some pictures as proof (for example)~~ I am attaching I saw it after!

I would be grateful if the situation could be resolved as soon as possible.

I have attached a copy of the receipt and photograph of the item.

I look forward to hearing from you very soon

Yours faithfully,

Zolyu

→ Provided that I have sent/attached a copy of the receipt and a photograph of the item, I wish you could give me a swift response. I look forward to hearing from you.

There's no mentioning of the order above.

number...

Dear Sir or Madam,

I am writing with reference to the ~~above~~ order, ~~which~~ was placed on your online shop. number ...

There's no above order!

The order ~~was~~ <sup>was (included)</sup> some trousers, a t-shirt and a scarf. Unfortunately, I am deeply dissatisfied with your service.

Do not separate these paragraphs!

Firstly, when ~~I~~ unpacked the order, the neck of the T-shirt was stained. Secondly, the trousers were missing and the only item that was in a good state was the scarf.

Don't separate lines if you're not changing paragraphs!

Despite the fact that ~~I~~ have tried to phone customer services in multiple occasions, ~~I~~ haven't received an answer. I therefore attempted to write an email to request a refund but ~~I~~ haven't heard from you.

Still No contractions!!

I would be grateful if the situation could be resolved.

I look forward to hearing from you very soon.

Yours faithfully

## FORMAL EMAIL

Dear Sir or Madam,

I am writing with reference to the problem with the order that I ~~did it~~ <sup>placed</sup> last week. Unfortunately, I am extremely dissatisfied <sup>Never separate words!</sup> with the order.

First of all, when I unpacked the order, I found that I had been sent the wrong items. Secondly, when I tried to connect with the customer services, they didn't answer me.

Formal email

Dear Sir or Madam,

I am writing with reference to the ~~above~~ order, which was placed on your website on 24 December. The order ~~was~~ <sup>included</sup> for two T-shirts and a sweater. Unfortunately, I am extremely dissatisfied with your products.

First of all, when I unpacked the cloths and I ~~checked~~ <sup>looked</sup> them, I was dissapointed because of the quality of your products. Secardly, one of the T-shirts had a ~~hole~~ big hole in the ~~the~~ sleeve. Finally, ... moreover, ...

Separate paragraphs better.

## FORMAL EMAIL

Dear Sir or Madam,

I'm writing with reference to notice <sup>to an order I placed and with which I have a problem</sup> that I have a problem with an order. I'm really dissatisfied with your service.

I placed an order and it's missing. Although you overcharged for other items. I tried to contact with you but you didn't answer my calls. I'd like to know where is my order and if it is possible refund my money back.  
to get / to get a refund

I look forward to your answer.  
getting/receiving/hearing...  
Yours faithfully,  
Maïce

- No contractions on formal writings!!

- Also, quite repetitive and not clear what the problem is.

~~Hi Marcelo,~~ → You do this and it would be a straight 0.  
I'm writing this e-mail ~~to~~ talking about my  
experience ~~of~~ the order on the shop "FutbolLupo"  
with

FutbolLupo is an online shop ~~is~~ when sell ~~a~~ <sup>a</sup> very  
cheaper sport equipment of ~~imitation~~ imitation.

Not needed  
and also  
not at  
the level.

My friends and I order ~~eight~~ <sup>3</sup> football jerseys  
+-shirts of  
never write numbers  
futbol soccer, all the and ~~all thought~~ although

~~didn't~~ were <sup>originals</sup>, ~~were~~ the +-shirts ~~were~~ <sup>had</sup> a  
good quality. Terrible mistake.

First of all the communication with the company  
was very ~~well~~ good.

Not at the level. Not a proper structure.

WRITING

Dear Sir or Madam: !!!!! I warned you! never use (:),  
use a comma.


I am writing to let you know several problems that I had  
with the order that I <sup>about</sup> ~~made~~ <sup>placed</sup> last week.

First of all, one of the items that I ordered was missing  
from the delivery. I don't know if you lost the item during  
~~the~~ delivery, or if just there was a problem with itself.  
~~the item~~ <sup>too informal.</sup>

~~The other problem, that~~ <sup>moreover,</sup> I, look, the receipt and some  
prices were different from the app. I <sup>had a at</sup> would be grateful if I  
~~can~~ <sup>could</sup> have a refund as soon as possible, since there has been  
a mistake.

Since I tried to phone customer services and you didn't answer,  
I have to write to you, to solve these problems

Yours faithfully.



too informal and direct.

Also, where's the 'I am looking forward to...' part?

You should also add that you attach pictures and  
proof of what you claim.

Dear Sir or Madam,

yesterday,

~~Yesterday~~, I received an order from your shop which came wrong. I ~~have~~ been calling customer services, but I was not answered; therefore, I am really dissatisfied.

First of all, one item was missing from my delivery, which, in fact, was late. ~~because~~ I had paid for the express delivery and it came a week later. The item was a Rolex watch for my husband's birthday, and not only did the delivery come late, but the watch was not even in the package.

Secondly, I have been overcharged with items I had not asked for, such as a \$30 toothbrush, a \$15 eraser and a \$40 t-shirt that was discounted.

I am looking forward to hearing from you very soon.  
Yours faithfully,



You should include a part where attaching proof is shown and a longer conclusion. It's too 'on your face' to end like that!

• Dear Sir or Madam,

I'm writing with reference to the order 131, which was placed on your website on 19 ~~Jan~~ January. This order **included a** mobile phone. Unfortunately, I am extremely dissatisfied with your product.

To begin with, the first day with the phone was okay, but ~~on~~ the next day the battery was already damaged. Secondly, the charger ~~was~~ **which** came in the box of the ~~the~~ mobile phone, was broken and

I had to buy another one.

I therefore sent ~~an~~ an online request for a change or a money return.

However, I have

Don't leave space if you're not changing paragraphs!

Dear Sir or Madam,

Never start with 'And'.

I am writing because of a mistake in your delivery, in <sup>which</sup> one item was missing. ~~And~~ the problem was that I <sup>paid</sup> for the item that was missing. Due to this problem, I tried to phone customer services, but they ~~didn't~~ answer. Therefore, I am writing this email to ~~tell~~ you know <sup>about</sup> my situation. I expect to receive a compensation from your services. I look forward to receiving an email.  
Yours faithfully,

[Redacted signature]

Of course it needs more structure and info.

Topic → One item was missing from the delivery and you have been overcharged for other items.

Dear Sir or Madam, a mistake in

I am writing because of your delivery, in which one item was missing. ~~And~~ The problem is that I paid for the item that was missing.

Due to this problem I tried to phone customer services, but they didn't answer.

Therefore I am writing this e-mail to let you know my situation. I

expect to receive a compensation from your services.

I look forward to receiving from you soon.

Yours faithfully,

said compensation

Never start with 'And'

Separate paragraphs better. No separation, no structure.

Dear Sir or Madam

I am writing with reference to the order that was placed on your website on 2 January. I ordered a phone, a camera and an e-book, but I am really dissatisfied.

Even though I have received the camera and the e-book, the phone was missing. When I unpacked it, the phone was an iPhone 13 in colour red. Moreover I was overcharged for a computer I did not order.

But... wasn't the phone missing?

After I realize it was wrong, I revised the online order and ~~it was nothing wrong there~~ But you didn't order a computer, so it makes no sense!

However, I have never had a problem on this website, so I would be grateful if the situation could be resolved as soon as possible. I look forward to hearing from you very soon.

Yours faithfully.



Separate paragraphs better, please!

# WRITING

Don't leave spaces. Otherwise it is a structural error.

there's no order above

Dear Sir or Madam,

I am writing with reference to the above order, which was placed on your online shop on 15 January. I ordered two T-shirts, a pair of trousers and a skirt. Unfortunately I just have received the T-shirts, and I have been overcharged. For what?

First of all, when the delivery gave me the order he told me that in the box there were all the items of my order. However when I opened I just found two of them, and when I saw my bank account I was charged for four items, and some of them were overcharged.

I would be grateful if I could receive a refund of the items that I wasn't delivered. And maybe the ones that you did not have to pay so much for?

Yours faithfully,  
Iago Aspas

Dear Sir or Madam,


I am writing to complain about a problem that happened <sup>to</sup> me ~~last day~~ <sup>the other day</sup>.

A few months ago, I ordered some items from your store and I have never had a problem with the company before, so I want to know if there is a solution to this.

First of all, when I opened the box which contains my order, I found that one of the items I ordered was missing. I thought that there was a problem with the delivery company but, when I contacted ~~with~~ them, I discovered that the problem ~~X~~ was related ~~to~~ your company. Secondly, when I checked the price that you charged to me I found that you ~~had~~ <sup>over</sup>charged me <sup>for</sup> items that I <sup>have</sup> never purchased.

I would be grateful if the situation could be resolved as soon as possible. I look forward to hearing from you very soon.

Yours faithfully,

  
A little more separation between paragraphs, please!

Quite a good formal e-mail, actually! 😊

Dear Sir or Madam,

I am writing with ~~the~~ reference to the above order, which was placed on your website last week. I ordered two trousers and one sweater. Unfortunately, I have received two trousers. <sup>In addition,</sup> ~~moreover~~ your company ~~still~~ overcharged <sup>me for</sup> the missing item.

Personally, I would prefer you to send me the sweater as soon as possible instead of ~~the return of my money~~ <sup>a refund</sup>. Wouldn't ~~it~~ <sup>be</sup> possible, I would <sup>be</sup> ~~settled~~ <sup>settled</sup> for a refund of my money. It's <sup>will</sup> ~~be~~ <sup>careful how you write words, it's very confusing.</sup>

I would be grateful if the situation could be resolved as soon as possible. If you need more information, you can contact ~~me~~ <sup>me to</sup> this email. I look forward to hearing from you very soon.

Yours faithfully,

[Redacted signature]

The structure is a little confusing and disorganized. Ideas should be separated better on paragraph 1 and 2, because you're saying everything in 1 but not a lot in 2... and it's where the important details should go 😊

Dear Sir or Madam,

I am writing with regards to an online order I ~~have~~ placed <sup>to</sup> some days ago. One of the products was missing and others were overcharged.

First of all, I would like to request if the company could send the item that is missing from the order. <sup>If that</sup> option is not possible, I would like you to refund me the money paid.

<sup>I have</sup> Secondly, I would like to request if you could review the order, since I have paid more than the actual cost of it. I attach the receipt, so that you can check it. and photo proof

I would be grateful if the situation could be solved as soon as possible. Just in case the information given isn't correct ~~in~~ I will give you my address:

Castle Street 59. I look forward to hearing from

you very soon.

Yours faithfully,

Mery Smith.

→ This is not needed and no fillers should be used!

