

Dear Sir or Madam,

**NO CONTRACTIONS!**

I'm writing with reference to the order number 209462 NA, which was placed on your website the last week. I'm very dissatisfied with your job.

First of all, I asked for a T-shirt which ~~hasn't~~ <sup>has not</sup> arrived, and which I had already paid. Secondly, I have been charged more than I should for the products, which I find quite disgusting and notorious mistake by your company.

→ Too intense for a formal letter. \*

I called previously ~~to be able to contact you~~ <sup>in order to</sup> and solve this mishap, and I did not receive an answer <sup>which I hope to receive now</sup>. I would like to ~~receive the~~ <sup>get a</sup> refund, and that you give my T-shirt. Thank you and sorry for the inconvenience.

I am looking forward to hearing from you.

Yours faithfully,

[Redacted signature]

↓  
But if you want a refund they can't send you the item...

\* You can say: "...which I find quite disappointing coming from your company".

You cannot be too intense and/or opinionated.  
Careful!

Dear Sir or Madam,

I am writing with reference to the order which was placed on your website on December 20th. This order was placed for ~~included~~ <sup>better</sup> for cosmetic items. Unfortunately, there is one <sup>missing</sup> item ~~missing~~ in my delivery and, in consequence, I have been ~~overcharged~~ for it.

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The package arrived last morning and it contained two products out of the three that I ordered. Since the blush was missing, I tried to phone customer services without any response.

Nevertheless, I would be grateful if the situation could be resolved by the item being sent to me or getting a refund.

I look forward to hearing from you soon.

Yours faithfully,

Great one! 😊

→ And again, I truly recommend you to separate this line! Not mandatory, but better!

Formal email

Dear Sir or Madam,

I am writing ~~for a~~ ~~wrong~~ ~~order~~ <sup>because you have</sup> ~~overcharged~~ <sup>me on</sup> my order; and ~~also,~~ <sup>also,</sup> one item missing. I have ordered one dress and two pairs of shoes, However, I have not ~~received~~ <sup>received</sup> the dress. - and I paid more for

Firstly, when I opened the pack I saw that I had been sent two football T-shirts, that I had never ordered. Moreover, I ~~did not~~ <sup>did not</sup> receive any dress, so I decided to ~~phone~~ <sup>phone</sup> ~~the~~ <sup>customer</sup>

~~service~~ <sup>service</sup> I sent phoned the company different times and I have not received any answer, ~~despite~~ <sup>(never separate words!)</sup> ~~to be phoning~~ <sup>all week.</sup> ~~all week.~~ <sup>of having phoned</sup> all week.

I wish I will could receive a response as soon as possible, ~~and~~ <sup>and</sup> I ~~will~~ <sup>can</sup> ~~order~~ <sup>order</sup> the T-shirts, and, ~~because~~ <sup>because</sup> ~~my~~ <sup>my</sup> ~~dress~~ <sup>dress</sup> I look forward to hearing from you very soon. <sup>that</sup> ~~that~~ I am sent the dress that I paid for.

Yours faithfully,

[Redacted signature]

But you're not mentioning the item you were overcharged for! only that you were sent a wrong item and not sent one you paid for.

# FORMAL EMAIL

Dear Sir or Madam,

I am writing about an online order, which was placed on your online shop a couple weeks ago. The order included a couple of products but, unfortunately, one item was missing from the delivery and I have been overcharged for other items that I have not placed.

First of all, when I unpacked the order, I found that the most expensive product was missing. Secondly, when I ~~was~~ going to check if they ~~had~~ changed that product, I see that is overcharged. I therefore, tried to phone the customer services, but they do not answer, despite the fact it is now two weeks

I would be grateful if the money is refund as soon as possible. I look forward to hearing from you very soon.

Yours faithfully,  
Ainhoa.

Separate the — paragraph! Also, I truly recommend you all to separate that line as well.

well written!

Dear Sir or Madam,

There's no above order.

I am writing with reference to the above order, which was ordered on your website two weeks ago. My order was missing and I ~~called you a lot of time but you don't answer.~~ **have been calling customer services for a while, without getting a response.**

The order arrived two weeks later and it came damaged, that is why I want to change this for other product, if it is possible. **However,**

If it is not possible, I ~~want~~ **would like** a refund money, or another solution that you can offer me. **WANT** is not polite and highly informal.

I would be grateful if the situation could be resolved as soon as possible. I have attached a copy of the receipt and a photograph of the damaged item. I look forward to hearing from you very soon.

**Wasn't it missing? Be careful!**

Yours faithfully,

Pepito Garcia

Never start with 'But' or 'And'!

Dear Sir or Madam,

I am writing due to some trouble with order number 1287943BC, ordered on January 20. <sup>concerns</sup> The order ~~was~~ <sup>consists</sup> of a watch, ~~and~~ a lava lamp and a T-shirt. 30  
~~But~~ Unfortunately, I've run into some issues with the order 40

First of all, even though I ordered the 3 products at the same time, the lava lamp hasn't arrived yet and on the website it is marked as delivered. Furthermore, I was charged 70€ more for the items I did receive. In spite of my attempts at contacting you via phone customer service I haven't managed to reach out to you yet to get both my money and lava lamp.

I hope this issue is resolved as quickly as possible and I be look forward to hearing from you very soon.

Yours faithfully

[Redacted signature]

no = total  
133 - 6 = 127

Beware of contractions!

Be careful with handwriting as it can be misleading due to being difficult to understand "

Other than that, well done!

Dear Sir or Madam,

I am writing with reference to the above order, <sup>there's no above order.</sup>

because I ordered one thing and it didn't arrive. ~~The~~ No Contractions!

Last week I phoned ~~the shop~~ but nobody answer me. I Customer services but I got no response.

am extremely dissatisfied with your shop.

~~However~~ I have sent ~~and~~ many messages and anyone repetitive was answered.

I would be grateful if you send me the disappeared item or <sup>that</sup> you answer this email.

Another solution could be that you get refunded ~~you give me back my~~ money. ~~it was in a canbe~~

I look forward to hearing from you a letter or an email.

Yours faithfully,

[Redacted signature]

Too informal, repetitive and simple. Careful!