Clime letter

Linguistics, English

Your Address Your Zip Your email address if sending via email October 30, of

contact Person Pizza Hut Consumer Complaint Division

3199 Bay Road

Saginaw Charter Township

Dear Mr. / Ms _____;

On (name date of purchase) I ordered a (name pizza style and size along

with other items ordered) for delivery from your particular location.

Unfortunately, the product that was delivered proved to be unsatisfactory. I

am disappointed because I expected to receive gracious service from the

person who took my order over the phone. Instead I was met with curt

replies to all my questions and a rushed order taking method to the point

where your operator almost cut off my phone call. I was also being enticed to

order food items I did not want regardless of my disinterest in the dish. Pizza

Hut prides itself in 30 minute deliveries or the order is free. However, my

pizza was delivered very late and was lacking a few of the other food items

that I did place with my order. Not only that but the delivery guy insisted

that I pay for the food when your advertising clearly states that when my

order is delivered after 30 minutes, I get the food free of charge. Is there a

case of false advertising existing here?

I am hoping that my experience will serve as a wake up call for your branch

of Pizza Hut. Your service is not at par with the other Pizza Hut branches in

our area and will destroy the good company name that the company has

worked hard to build. To resolve this situation, I would appreciate it if your

staff would reimburse the amount I paid as per the " 30 minute delivery

guaranteed" promise that Pizza Hut gives all its delivery customers. Enclosed

is a copy of my receipt for the transaction in question.

I am looking forward to your response and resolution of this situation. I will wait 14 days before seeking help from the consumer protection agency or the Better Business Bureau. Please contact me at my above address pr by phone at (mention your phone number).

Sincerely,

(Your name)

Enclosure