

Letter of complaint

[People](#)



From' GRANGE FURNISHINGS LTD 47, ROWNTREE BUSINESS PARK ASHFORD,
TN23 4HR ' Reference: Order No: d' Complaint regarding delivery service,
and replacement of damaged furniture

Dear Sir,

I had ordered some furniture from your shop on ' under the presumption that you would deliver them on ' I made the full payment so as to make sure that there will not be any delay in delivering the furniture. I did cancel all my appointments, including one at the hospital, on the day of delivery of the articles, to wait all day but nothing arrived. The furniture arrived only after a few days after much prodding, and to my utter dismay, some of them were damaged beyond repair.

I did trust your shop's policies and made the full payment of the articles because I needed an urgent delivery of the furniture. However, they did not arrive in time, causing a lot of inconvenience to me. Moreover, the fact that they arrived after a few days in a damaged condition has caused major doubts in my mind regarding your reputation as a leading furniture dealer. I hope you understand the gravity of the situation.

I would be grateful if you would take up this matter seriously and resolve it. I had called your service many times to settle the matter amicably, but to no prevail so far. I am forced now to send you an official complaint. If you fail to take action on the basis of this complaint, I am afraid I will have to move to the next step and file a case for damages. I would like to pursue the good relationship with you and order more furniture from you in the future if you would maintain the trust I had in you so far. Otherwise, I will be left with no choice but to take a legal move against you. It is my personal interest to avoid such an incident if it would be possible at any cost. I hope you will

<https://assignbuster.com/letter-of-complaint/>

understand my good intentions and resolve this issue without causing further damages to me.

I look forward to a favorable action from your part.

Thank you.

Yours truly,

Signature

Name