

You have ordered a T-shirt and a sweatshirt in an online shop, but the products which you have received do not. **Write a letter to complain about your purchase** (Kauf).

- your delivery came after eight days instead of two
- the package was wet and torn
- the T-shirt which you have received has a different colour than what you ordered
- a sweatshirt is a wrong size (it is the size M, not L).



Dear Sir or Madam,

I am writing to express my dissatisfaction with my recent purchase from your online shop. I ordered a T-shirt and a sweatshirt from your store on 9th February and the package arrived yesterday.

The first thing I would like to draw your attention to is delivery time. The package was supposed to arrive within two days, but it only came after eight days, and on your website, you state that delivery time is a maximum of seven days. Furthermore, the package was wet and damaged. I know that it was handled carefully, but the quality of the products was very poor.

When I unpacked it, I immediately noticed that the T-shirt was a different colour than what I ordered. The colour of the T-shirt was not even close to the one I wanted. I had ordered a light blue T-shirt, but the one I received was emerald green. Furthermore, the size of the sweatshirt was wrong. I had ordered size L, and received size M which is obviously too small for me.

I am disappointed with the quality of the products and the delivery time. I often buy things on your website and have never had any problems. I have already sent the goods back to your company and I would like to receive a full refund for the order. Below you will find my bank account number.

I look forward to your early reply.

Yours faithfully,

Peter Rabbit