

Sir Ellis Kadoorie Secondary School (2016-2017)

5A (21) Khan Altaf Dupagan

Letter of Complaint

ATTN: Mark Saranaa, Assistant Manager, Pathos Glassware LTD.

Subject: Letter of Complaint

Dear Mr. Sarang,

It is with great annoyance that I write this letter. Please excuse me for my manners but what else can you expect with the absolute garbage quality of your recent delivery. This comes as a surprise as your products have always been of top condition until now. I heard that you now have a new boss, so if that's the root of the problem, please address it immediately.

It shocked me when, after our most recent batch of perfumes were sold, numerous complaints started pouring in from our customers demanding refunds for the poor quality of our products. As a result, we suffered heavy losses. They told us our perfume smelled nasty, our bottles sprung leaks, the spraying mechanism didn't work among other things.

Trying to address the first complaint, I sent my workers to analyze the contents of our perfume and found that there was nothing wrong with it, so we examined your bottle. Well, it turns out that the inside of your bottles were coated with numerous types of micro-organism that, as a group, broke down the contents of our perfume, resulting in the repulsive, pungent smell our customers complained of. This is simply unheard of! It is an alarming breach of hygiene and it should be handled immediately.

Now, as far as the structural condition of your bottles, our lab has found out that, among every 10 bottles, at least 6 of them had micro-fractures along the full length of the bottles, resulting in the severely fragile state of your bottles. Some of our customers reported that when they unboxed our perfumes, the bottom of the cardboard box was damp with perfume leaking out. I have no idea what goes on in your factories, but you better inform them of the poor quality of their products quickly before they start pouring out more trash.

The last complaint that you need to address is the fact that your bottles, spraying mechanisms hardly work 9 out 10 bottles simply would not spray the perfume. Nine out of ten, do you want me to repeat that? Do you realize how bad that actually is? All of our customers had to use things like cotton and to apply the perfume. Fortunately for them, they immediately stopped using the perfume anyway considering how bad it smelled. You need no further explanation to understand how bad the problem is.

I hope you take all of these into account seriously and have the responsibility to deal with the respective issues accordingly. If your products fail to satisfy our company standard, I'm afraid we will have to pull out and make a fresh contract with another, more trustworthy supplier. I also hope your company will compensate us for all the losses.

Sincerely,

Robin Bass

Manager of Taste Louder

