

## Letter #1 – Complaint Letter

Cynthia Li  
2329 West Mall  
Vancouver, BC Canada V6T 1Z4

July 28, 2020

Dear Mr. Jones,

The online shopping portion of the website has been a wonderful option throughout the years of being a customer. The convenience and navigation layout has been especially helpful for ordering things in advance or being unable to shop and pick up in store. Recently, I placed an order for a large amount of cleaning supplies. An email was sent a few days after paying detailing that the order had been shipped. However after two months since the email, there has been no delivery or update in the tracking information. During this time, I have been able to purchase other cleaning supplies out of necessity. May I please request a cancellation and refund of this order as soon as possible please? The order number is #342576819. Thank you so much.

Sincerely,

A handwritten signature in black ink that reads "Cynthia Li". The signature is written in a cursive style with a large initial "C" and a long horizontal stroke.

Cynthia Li

## Letter #2 – Response Letter

Walmart Stores, Inc.  
9251 Alderbridge Way  
Richmond, BC V6X 0N1

July 28, 2020

Cynthia Li  
2329 West Mall  
Vancouver, BC Canada V6T 1Z4

Dear Ms. Li

Thank you for reaching out to us and contacting customer service to let us know of the delay in the order shipment. We are glad to hear you have enjoyed the services as a customer for such a long time. We are very sorry about the missing delivery as well as unavailable tracking information.

It is important to us customer's receive full service and have their problems resolved. For this reason, we have tracked the order using the order number provided to us and see that the package has been stuck at a checking point, unable to be processed due to the extra COVID-19 measures. We are very sorry to not have informed you sooner of these circumstances and for any inconvenience caused. We will cancel the order right away and the refund will be credited back to the original method of payment in full. 3 business days may be required for the refund to appear on the credit statement.

We appreciate your understanding and hope your future shopping experiences with us is pleasant. Please do not hesitate to let us know if there is anything else we can do.

Thank you,

Sincerely,

Mason Jones  
Customer Service