

Letter of complaint

Adrienne Yap  
1145 Inlet St  
Coquitlam, BC, V3B 6E8

November, 27, 2019

Too Faced Cosmetics  
18231 McDermott West, Suite 100  
Irvine, CA 92614

I absolutely adore your products. Several of them are my part of my holy grail makeup collection that I have used religiously for years. Your products are not only pigmented, but the packaging is always high quality and long lasting.

That is why I was so disappointed when I received my purchase of your limited edition collection: Let it Snow, Girl! eyeshadow and face palettes. The cardboard packaging was so flimsy and the adhesive decorative stickers were already beginning to peel off. The magnets that keep the palettes closed were also extremely weak, leading me to not only question their durability, but their ability to preserve the very makeup inside.

I was expecting metal, or at least plastic packaging. What I got instead was cheap cardboard that was not at all advertised on your site. What's more, I see that it has gone on sale from \$65 to \$39.

As a loyal customer, I would appreciate a price adjustment, especially considering I purchased the product a mere two days before the sale was implemented. I fully believe in the integrity of the Too Faced brand, however, the products I purchased were not on par with previous experiences.

Sincerely,

Adrienne Yap

## **Letter of Bad News**

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Dear Ms. Yap

Thank you for contacting Too Faced Cosmetics. As it is holiday season, we are currently experiencing a high volume of inquiries, we appreciate your patience and correspondence.

Too Faced Cosmetics is dedicated to providing customers with the most aesthetic, high quality products. Currently, policies state that price adjustments are not offered under any circumstance. We do however, appreciate your honest review and will contact notify our quality assurance team.

We welcome all inquiries and concerns and would like to award you a 15% sale on your next purchase. We extend our deepest sympathies over the pricing difference and hope your next purchase with Too Faced Cosmetics is made a little brighter!

Best Regards,

Cindy Tomlinson  
Too Faced Cosmetics Service Agent

Promo Code: LK34IB78