

Arash Farhadian
208 – 908 Clarke Road,
Port Moody, BC V3H 1L8
November 8, 2016

Staples Office Supplies Company
6 Staples Ave,
Richmond Hill, ON L4B 4W3

Attention: Staples Operations Support
Subject: Missing Books

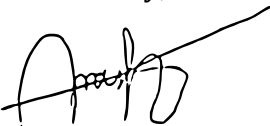
Recently, I placed an order on three books from your website; however, only one of them has been delivered. I do realize that you are currently in the process of resending the other two books; however, I would like to cancel the shipment and ask for a refund. Two of my friends and I ordered these books because it was a requirement in one of our classes and we thought it would only take about a week and a half to have the books delivered to us. However, it has been over six weeks since I originally ordered the books. Due to the long time it has taken, my friends and I have been sharing the one book that has been delivered. Furthermore, we believe that it is pointless for us to have the other two books delivered, as the course we are enrolled in is coming to an end in the next couple weeks.

I placed my original order on September 23rd via your online website ordering system. My order number is 5411097065. For reference, I have also saved the verification email that was sent to me regarding the payment I made.

I believe that one of the biggest advantages of buying products from your company is that most of your products come with a 30-day money back guarantee, which is a great policy for supporting your loyal costumers.

Please let me know about the refund process and any further actions required from my part.

Yours truly,

A handwritten signature in black ink, appearing to read 'Arash', with a long horizontal stroke extending to the right.

Arash Farhadian