

Letter 1: Complaint Letter to Muji

Cheryl Chao

5115 Cambie Street

Vancouver, B.C. V5Z 2Z6

November 21st, 2019

MUJI U.S.A. LIMITED

250 W 39th St., Suite 202

New York, NY 10018

Attention: William Brown

Subject: Essential Oil Leakage

Muji is famous for its minimalistic design and high quality products. Much of my furniture and personal items are from Muji. I had great experiences using Muji's aroma diffuser and I have also ordered essential oils from your website multiple times. I enjoyed your products and the quality shipment.

However, on November 20th when my essential oil nap time set arrived, the Yuzu scented essential oil had leaked all over the packaging box and the shipment box. About half of the essential oil had leaked, causing the box to be oily and the other two bottles of essential oil to be covered in oil grease.

I understand that shipment is outsourced and potential product defects are inevitable, however, as a customer, I would like to seek for a full refund on this product as I had been damaged prior any usage. I have attached pictures of my product leakage and order receipt below. I look forward to your reply and will continue to use Muji's products in the future.

Yours truly,

Cheryl Chao

Cheryl Chao

Letter 2: Bad News Letter

MUJI U.S.A. LIMITED

250 W 39th St., Suite 202

New York, NY 10018

November 25th, 2019

Cheryl Chao

5115 Cambie Street

Vancouver, B.C. V5Z2Z6

RE: Essential Oil Leakage

Dear Ms. Chao,

Thank you for contacting us and we value all feedback from customers. We would like to apologize for your delivery experience with us. We have reviewed your image regarding the essential oil leakage and discussed with our team for possible solutions. Unfortunately, as our delivery team is outsourced, there is a possibility that the product damage occurred during the process of the delivery. Therefore, we are unable to provide a full refund on this product as it was not purchase in store.

Despite so, we understand your frustrations and as a company that strives to offer the best experience for its customers, we would like to redeliver another essential oil nap time set to compensate for this unpleasant experience.

Again, we would like to apologize for your poor delivery experience and we thank you for your feedback and support. Our team will ensure that your feedback is taken into account and discuss future improvements with the delivery company. Should you have any questions or comments, please feel free to contact me at william.brown@muji.com

Sincerely,

William Brown

William Brown

Muji USA Customer Service Manager