

Complaint Letter

Diana Choi
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Canada

November 07, 2016

Frank Body Customer Service Representative
Toronto Warehouse
420 Finchdene Square, Scarborough,
Ontario, M1X 1C2
Canada

Dear Frank Body Customer Service Representative,

RE: Poor Customer Service

I am writing this letter due to the delay of the latest order of frank body scrub. I have placed the order (Coconut Body Scrub) on October 25th and still haven't gotten the delivery yet. The website has stated that the delivery takes 3-5 working days to Vancouver, but more than two weeks have passed. I am not to track the delivery either because the tracking code the company has given is invalid. I have also written an email last week and one of the representatives have replied saying the product should arrive soon. However, the representative has replied in somewhat impolite manner and has not provided any other information.

The situation puts me in a very frustrating situation because I was planning to gift this product for my friend's upcoming birthday on this Saturday. I have been using Frank body's products for two years and never encountered such situation. I would really appreciate it if you could look into the order and provide a reply with a valid tracking record.

Sincerely,

A handwritten signature in cursive script that reads "Diana Choi".

Diana Choi