

## Letter #1 - Complaint

November 27, 2020

Aleem Tariq  
19 Cambie Street  
Vancouver, BC V7L2J9

Amazon  
510 West Georgia Street  
Vancouver, BC V6B0M3

Dear Amazon customer services,

I have regularly made use of Amazon's services in the purchase and delivery of several foodstuffs over the past few years. My experience has been remarkable, ranging from product quality, to customer services and delivery time.

However, several days ago I ordered a crate of JPOP alcoholic soda from abroad, and upon arriving, noticed that several of the bottles burst. The remaining bottles have their caps stuck by the dried beverage, and I am unable to remove them from the box.

I understand that the product itself is from a local company, and that Amazon is only responsible for delivery. However, as a customer, I request a full refund on this product. I have enclosed several pictures of the burst bottles, as well as the order tracking number. I look forward to a favourable reply, and hope to continue using Amazon in the future.

Kindest regards,



Aleem Tariq

Encl. photos

## Letter #2 – Bad News Letter

November 29, 2020

Amazon Communications  
510 West Georgia Street  
Vancouver, BC V6B0M3

Aleem Tariq  
19 Cambie Street  
Vancouver, BC V7L2J9

Dear Mr. Tariq,

Thank you for your email, we are pleased to hear that aside from the complaint, your experience with our company has been positive.

As per the request, we have looked into the enclosed pictures, and apologize for this inconvenience. However, we regret to inform you that a refund cannot be offered, as our services are largely restricted to delivery, and such a refund would have to be obtained from the company that produces this product.

However, we are deeply grateful for your patronage. We offer a full delivery of this same product at no cost, and will check the integrity of the product at our facility and during delivery to avoid this same inconvenience.

Thank you for reaching out, we value input from all our customers. If you have any further questions, feel free to contact me at [john.doe@amazon.ca](mailto:john.doe@amazon.ca).

Yours truly,

A handwritten signature in cursive script that reads "John Doe".

John Doe

Amazon Customer Services