Letter 1: Complaint letter

Hangwei Bao

5687 Gray Avenue, Vancouver, CA, V6S 0A9

Phone : (778)929-6339

Email: hangweib@gmail.com

July 21, 2020

Nordstrom Pacific Centre

Phone :(604) 699-2100

799 Robson St, Vancouver, BC V7Y 0A2

Attention: Consumer Affairs Department

Subject: Rude service

Your company has established a reputation as a reliable high-end department store. For two years, I have counted on that reliability, but a recent episode has left me annoyed and disappointed.

On July 21st, I ordered a pair of Rover Vivier women shoes for my girlfriend as a birthday gift (order number #701-5359592-9428226) and informed your staff (Vincent Wang) that I will pick up the order in store on July 25th. On July 25th, I came to the store, but I was told that my order has been canceled, the pair of shoes have been sold to another customer. What bothers me is that I paid the 25% deposit before placing the order, although my deposit fees have been returned to my account, that does not justify why my order can be given to another customer. This is the last pair of RV Vivier in Vancouver, and if I had to order again, I was told to wait 14 days for a new pair.

I would appreciate having this matter resolved before the end of this month.

Yours truly,

Hangwei Bao.

Letter 2: Bad News Adjustment letter

Nordstrom Pacific Centre

799 Robson St, Vancouver, BC V7Y 0A2

Fax (289) 982-2160 Phone :(604) 699-2100 Emails YVR@nordstrom.com

July 27, 2020

Mr. Hangwei Bao

5687 Gray Avenue, Vancouver, CA V6S 0A9

Dear Mr. Bao,

Thank you for reaching the customer service department. Sorry to hear that one of our staff has caused your frustration. We usually forbid sales to sell products that have been previously ordered by customers, but a 50% (of the final fee) deposit is required to place an order. Once an order is placed, it may not be canceled.

We acknowledged the fact that you had some payment issues on the day of placing the order, therefore, we accepted a 25% deposit to help you place the order, and require another 25% deposit on July 24th. Unfortunately, we have not received your deposit on July 24th, our staff tried to reach you by phone but failed.

In appreciation for your patience and understanding, I’ve enclosed a $100 gift certificate. You can give it to a friend or apply it toward your next order. If you order by phone, you can give the certificate number and the operator will credit your account.

Sincerely,

Susan Lin.

Manager of the Customer service department

Encl. Gift Certificate