**Complaint Letter**

Joao Pedro Neves  
1234 1st Street  
Vancouver, BC, V7C 1X2

March 19, 2018

Nordstrom Management,  
799 Robson St  
Vancouver, BC, V7Y 0A2

Dear Nordstrom Management,

During the Christmas season, we bought a Spoutnic Jacket, by Pyrenex, from your store. As a loyal customer at your store we have always been very pleased with the in-store service. The staff is always very helpful and soliciting when walking us through the store and presenting options.

After a couple of weeks of use we noticed a rip on the bottom back of the jacket, of about 2 inches long. We are very disappointed with the quality of the product, since the jacket was used for a maximum of 5 days, with no extravagant activity. One of the reasons for the choice of the product was the durability, we were assured that not only was it durable as it carried a 2-year warranty. We tried contacting and visiting your store earlier today, however, the staff denied ever carrying the jacket.

We understand that incidents can happen, and the rip might have been caused by a brisk move, but we want to raise the issue to you so that your company can be aware of how customers are being treated. We would like to request a refund on the product. Please contact me at (604)-123-4567 or at myemail@me.com to discuss this issue further.

Thank you for your attention.

Sincerely,

[Signature of Joao Pedro Neves]

Joao Pedro Neves

**Bad News Letter**

Mr. Kevin Han, Nordstrom District Manager  
799 Robson St  
Vancouver, BC, V7Y 0A2

March 19, 2018

Joao Pedro Neves  
1234 1st Street  
Vancouver, BC, V7C 1X2

Dear Mr. Neves,

Thank you for bringing this to our attention. We are sorry to hear about your most recent purchase at our store.

After some research it appears that we have had a misunderstanding in relation to the product being asked for at the time. At Nordstrom, our clients are greatly valued, and all of our merchandise are of extreme great quality. However, we understand that misunderstandings do occur, and our staff has received further training on previous collections.

We recognize your frustration with this incident. Unfortunately, the request for a refund will not be possible. We value your business as a loyal client, however we cannot refund a defective item. With that being said, we would like to offer you the option of sending in your jacket for warranty repair or a gift card to be used in store with the same value of your purchase. Remembering that if warranty repair is chosen it may take up to 3 weeks for the product to be fully ready for pick up.

Once again, we sincerely apologize for the inconvenience. If you have any more questions, please do not hesitate to contact us at (604)-098-7654 or at han.kevin@nordstrom.ca.

Thank you for your understanding.

Kind Regards,

[Signature of Kevin Han]

Kevin Han  
Nordstrom District Manager