ENGL 301

Unit 3.1 Complaint Letters

Last Updated: Aug 10, 2017

Matthew Fung

9876 Orca Boulevard

Ladner, BC V4K 2X7

July 4, 2017

Customer Relations

Canadian Apparel Ltd.

1234 Toque Road

Coquitlam, BC V3B 1C2

To Whom It May Concern,

Two weeks ago, I have purchased a pair of jeans on promotion from the store in Coquitlam. However, the pair of jeans is found to shed some much dye it is effectively unusable. I am wondering if a trade in or a refund is possible.

The pair of leg wear is first found to stain the initial time it was washed, which is normal for some dark coloured clothing. That said, the pair of jeans continued to lose colour in the same fashion for subsequent cold-water washes. Not only is the pair of jeans fading quickly, the dye also stained to a number of light coloured shirts I own. Thus, the piece of clothing effectively has to be washed on its own, which is unreasonable and wasteful. Even attempts to hand wash lead to a mess as the pair of pants will stain whatever surface is below it when hanging dry.

Although the item is marked as final sale, I believe this item qualifies for a refund because the defect is not clearly stated in the labels and there is no way of knowing about this in the store.

I have never had a problem with the clothing I bought in your store before, and I am certain that this is a one-off. I am wondering if it is possible to return the item or trade in for a non-defective item.

Sincerely,



Matthew Fung

Canadian Apparel Ltd.

1234 Toque Road

Coquitlam, BC V3B 1C2

July 4, 2017

Mr. Matthew Fung

9876 Orca Boulevard

Ladner, BC V4K2X7

Hello Mr. Fung,

We thank you for thoroughly testing the product before notifying us. However, items bought on clearance price is marked as final sales and thus is not eligible for refund or trade-ins. We apologize for your inconvenience.

At Canadian Apparel, we value the quality of products sold to our patrons. That said, clothing put on clearance are understood to be excess inventory and can include defective items. Such products are sold at cost and thus does not fall into our satisfaction guaranteed policy. That said, we acknowledge that heavy dye shedding is not acceptable and will conduct investigations to prevent this issue from occurring again.

In order to compensate for your troubles, we would like to offer a ten percent discount on your next purchase of full priced items such that you can better enjoy our quality assured products.

Thank you for your patience and understanding.

Sincerely,



Alan Cotton

Customer Service Representative