

2329 West Mall
Vancouver, BC V6T 1Z4

November 15th, 2017

Safeway West Broadway
2733 West Broadway
Vancouver, BC V6K 2G5

Attention: Customer Service Department
Subject: Nature's Own Life Honey Wheat Bread

Dear Sir/Madam,

Safeway prides itself on providing fresh and affordable produce. This is certainly true of my purchases from your West Broadway location.

Last week, however, I purchased a loaf of Nature's Own Life Honey Wheat Bread at your West Broadway location. After taking it home and opening the bag, the bread exhibited mold and a stale texture. I would like a refund from Safeway to purchase a new loaf of bread.

The bread was bought on Friday November 10th, at 11:25 am. It cost \$4.35, as you can see in the attached receipt. The transaction number is 965800. The mold can be seen in the attached picture, which displays two separate slices with mold present. As such, I could only compost the bread rather than make the sandwiches for my sister's lunch the following day.

To maintain your excellent standing with me, I request a refund of \$4.25 in order to buy a new loaf of Nature's Own Life Honey Wheat Bread. I am happy to accept this refund in any form, be it a coupon, cash or cheque.

Please let me know about how I can collect this refund to buy a new loaf of bread.

Yours truly,

Meredith Gillespie

Enclosures: Safeway Receipt, Photo of Mold on Bread

Letter Format

- Is the letter dated correctly?
- Is the inside address complete and correct?
- Is the appropriate courtesy title used?
- Is the salutation appropriate?
- Is the complimentary close written with only the first word capitalized?

- Is the complimentary close followed by a comma?
- Is the signature legible, and is the writer's name typed below the signature?
- If appropriate, is an enclosure line included?
- Is the letter written in one of the standard formats described and illustrated in *Technical Communication*?
- Is the letter grammatically correct, concise, complete, coherent, and courteous?

Complaint Letter

- Are the details of the transaction included?
- Are the details of the problem included?
- Are the details of the problem's consequences to you included?
- Are the details of the solution you propose included?
- Is your tone rational, credible, and polite but firm?