

Complaint Letter

October 24, 2015

Lisa Wong

7102 Mont Royal Square

Vancouver, BC

V5S 4X5

London Drugs

3328 Kingsway Avenue

Vancouver, BC

V5R 5L1

Attention: Store Manager

Subject: Double Charge on Purchase

London Drugs is my first choice for purchasing household items and electronics because you offer superior customer service and pricing. However, an unfortunate incident happened the last time I made a purchase.

On September 20th, I purchased a 128GB Surface Pro 3 along with a keyboard for \$1470. This purchase was made using my visa card. After entering my pin number, the cashier Mike told me that the payment did not go through so he had to swipe the card again. The second time, I was told that the payment went through successfully.

When my credit card bill arrived at the end of September, I noticed that I was charged \$1470 twice from London Drugs. In addition, I was also charged \$35 for going over my credit card limit. I immediately called the store and requested to speak to a manager however, the customer service representative told me that there were no managers in the store at that time. She said a manager would contact me the next day through phone or email. It has been two days and no one has contacted me.

I would like to request a refund of \$1470 and \$35 from the credit limit charge. A receipt of my purchase is attached to this letter for reference. I look forward to hearing back from you. My email is miss.lisa19@hotmail.com and phone number is 778-388-9722.

Sincerely,

A handwritten signature in black ink that reads "Lisa Wong". The signature is written in a cursive, flowing style with a large, decorative flourish at the end of the name.

Lisa Wong

Bad News Letter

October 25, 2015

London Drugs

3328 Kingsway Avenue

Vancouver, BC

V5R 5L1

Lisa Wong

7102 Mont Royal Square

Vancouver, BC

V5S 4X5

Dear Ms. Wong,

Thank you for being a loyal London Drugs customer. We value customer satisfaction and look into all customer issues promptly. I am sorry that you were not satisfied with your last purchase. It looks like there was a bit of miscommunication as the customer service representative left a message for me to contact you back on the week I was on vacation.

I looked into your issue regarding the double charge and forwarded your receipt to the financial department. They told me that you will see a credit of \$1470 on your visa in five to ten business days. I apologize for this mistake and will tell the cashiers to be more careful before swiping a credit card for the second time. Regarding the credit card over limit charge, we are not able to refund that cost as that is not a London Drugs purchase. I encourage you to contact your bank and tell them about the situation.

I have attached a 15% off coupon for you to use on your next purchase.

If you have any further questions please call the store at (604) 448-4828 or email me at jane.smith@londondrugs.com. We hope to see you again soon.

Sincerely,

A handwritten signature in black ink that reads "Jane Smith". The signature is written in a cursive style with a large, looped initial "J" and a stylized "S".

Jane Smith