

## Complaint Letter

Ruth Lin  
525 Crescent Cove  
Maple Ridge, BC V3K 3M7  
February 18, 2015

Customer Relations  
IKEA Coquitlam  
1000 Lougheed Highway  
Coquitlam, BC V3K 3T5

Subject: Damaged and missing items upon delivery

Dear Customer Relations,

I booked delivery and assembly services for a large kitchen order (#1109230218) on Feb 6, 2015. The process of choosing kitchen pieces for my renovation had been pleasant with the expansive selection and excellent customer service I received in the store. In addition, I've had smooth delivery services from IKEA in the past.

However, when my order arrived on Feb 16, 2015 three of the black RINGHULT cover panels was damaged and two BJORKET birch drawer fronts were missing. I've attached photos of the damaged cover panels upon arrival. This was disappointing because I was expecting to have my kitchen completed by this week for the arrival of important guests.

Therefore, I am requesting for delivery of the missing items and exchange of the damaged items by Feb 21, 2015. With a prompt response, I am confident that I can forget about this bad experience and remain a loyal customer to IKEA.

Please let me know if we can resolve this issue immediately.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ruth Lin', with a stylized flourish at the end.

Ruth Lin