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Dear, Felicita company

Complaint letter (Order №1024085)

My name is Diana. Recently I have decided to use your delivery service. The aim was to make a gift to my mother who is living in Belarus. According to pandemic it is difficult to visit your close relatives. I have chosen your company according good reviews and outstanding variety of products on your website. According to my mother’s health it was important to take into consideration the list of products and its quality. I was so glad that you service provides delivery of St.Dalfour French jam. It is sugar-free, which is a major factor for aged diabetic people who it trying to cut down on sugar. Also I was impressed by Italian biscuits, well-known chocolate and fresh fruits. So basket “Assorted” (SKU 992205) took my attention and in addition I have chosen a bouquet “Symphony of feelings” (3312). I had a phone call and assistant had apologised for peonies absence. After explanation I have agreed to replace peonies with roses.

After delivery It turned out that basket “Assorted” (SKU 992205) does not match with requested and original list of products absolutely. Firstly, instead of Italian chocolate and biscuits there were melted Ukranian chocolate bars “Roshen”, and jam “Ricco” from Russia. The main purpose was to make my mother happy with a unique and high - quality products that she knows and likes. It is unacceptable, rude and unexpectedly from you. My mother become upset and disappointed. The quality, price and list of products does’t equal. We contacted the delivery service in Belarus and a woman politely explained that she is not able to provide an organisation name, an information about products and a price list.

I do want to appreciate delivery fast delivery but unfortunately your product has not performed well and I would appreciate a money refund or delivery of acceptable and requested products.

Kind regards,Diana.