

Rewrite the mails using a polite tone

Subject: Product Issue and Request for Return - Order #78901

I am writing to complain about the utterly ridiculous and defective product I received from your company. My order #78901, the "Logitech wireless mouse," is a complete and total failure. It has one job, and it can't even do that right. The mouse won't connect to my computer and the cursor is jumping all over the screen. It is obvious that your quality control is non-existent. I've wasted my time, money and now I have to deal with this hassle. I want a refund immediately and I expect you to make this right. This is the last time I will ever do business with your company.

Example of a Polite, Solution-Oriented Letter

Subject: Product Issue and Request for Return: Order #78901

Dear **Best Buy** Customer Service Team,

I am writing to you today regarding an issue with a recent purchase, Order **#78901**, for a **Logitech wireless mouse**. The product arrived on **September 5, 2025** and the packaging was in excellent condition. Unfortunately, after following the quick-start guide, I noticed some performance issues. The mouse was not connecting to my computer via Bluetooth and the cursor was skipping across the screen erratically, even with fresh batteries.

I believe there may be a manufacturing defect with this specific unit. I have already boxed the item back up in its original packaging. I would appreciate it if you could assist me with returning this item for a full refund. I am confident that we can resolve this matter smoothly.

Thank you for your time and help in this matter.

Sincerely,

Name

Example 2: The Coffee Machine

Negative Tone

Subject: Absolutely Terrible Coffee Machine - Order #55566

I can't believe the junk I received from you. My order #55566, the "AromaBrew 12-Cup Coffee Maker," is a complete joke. It leaks water all over my counter, the coffee tastes burnt and awful and the carafe handle is already wobbly. Your quality control is obviously non-existent. I've wasted my money and my time, and I want a full refund. This is the last straw. I will never buy from your company again.

Positive, Solution-Oriented Tone

Subject: Issue with AromaBrew Coffee Maker - Order #55566

Dear **Keurig** Customer Service Team,

I am writing regarding a recent purchase, Order #55566, for the "AromaBrew 12-Cup Coffee Maker." While the product arrived in good condition, I've encountered a few issues with its performance. The machine appears to have a leak, as water seeps onto the counter during brewing. Additionally, the coffee has a persistent burnt taste, even after multiple uses, and the handle on the glass carafe seems to be loose.

I believe this may be a defect with this particular unit. I have the item and all its original packaging ready for a return. I would appreciate it if you could provide a return label and assist me with a full refund.

Thank you for your time and assistance in resolving this matter.

Sincerely, [Your Name]

Example 3 Phone Case

Negative Tone

Subject: This Phone Case Is a Joke - Order #44556

I am beyond annoyed with your company. The phone case I got, order #44556, is garbage. It doesn't even fit my phone right, and the material is flimsy and cheap. It's supposed to protect my phone, but it's completely useless. It's obvious you have no quality control. I want a refund now. I'm telling everyone I know not to buy from you.

Positive, Solution-Oriented Tone

Subject: Question about my Recent Purchase - Order #44556

Dear **Spigen** Customer Service,

I am writing regarding my recent order, #44556, for a phone case. I received the product in good condition, but it seems there might be an issue with the fit. The case is slightly too big for my phone, which makes me concerned about its protective capabilities. I believe it might be a manufacturing discrepancy.

Could you please assist me with a return and a full refund? I have already placed the item back in its original packaging.

Thank you for your help in resolving this.

Sincerely, [Your Name]