To whom it may concern,  
  
Good morning, my **name's** Juan Lopez Fandos, I am writing to express my dissatisfaction with the service provided and I am reaching out to address several issues regarding my monitor, **since**the product that was delivered to me was defective. **I'm going to** file a formal complaint against the company for their poor service and lack of customer care.

Principio del formulario

On 23/04/24, I purchased a monitor MSI 24" from their **AMAZON'S** store. However, when I opened the package, it wasn't the one I bought, the one that arrived was **blue** **Japanese plastic product** and the one I ordered was **black European aluminum**, moreover when i ordered the product it said it **would**arrive at my house in 3 days and it arrived two weeks later and I was not notified of anything. When I called the company to see what was happening, no one answered the calls. They **should** have responded quickly to the problem, but their lack of interest only made things worse**. It was the poor communication skills of the customer service team that led to my dissatisfaction with the company.**

**As a result** of the company's negligence, I am frustrated and disappointed by their lack of responsibility. **For this reason**, I have decided not to buy more from your store, as it has made me feel undervalued and unappreciated as a customer.

**As** the company did not meet its commitments, I suggest establishing a clear communication system to avoid problems in the future. Also, I would like some benefit for this problem.

Yours faithfully,

Juan Lopez Fandos