Popescu Vasile-Alin

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Pitești, Romania

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13th of January 2023

eMAG

Calea Grivitei 212

Bucharest, Romania

Dear Mr. Iulian Stanciu,

I wish to bring to your attention that the order that I made a month ago on the 12th of December 2022 has not yet been delivered to me. Despite the fact that I have been sending several emails in which I asked what had happened to my order, I had not received any answers.

The order contains a MacBook Pro, which I had paid in advance, and has the identification id 135690845 and it should have arrived on 22nd of December 2022.In addition, I have not been notified about the delay.

I have been a customer of your company for many years and this is not the first time when something like this has occurred to me. I would appreciate a prompt response to this complaint and an explanation of what had happened and the steps that will be taken next to insure that my package will arrive.

Thank you for your attention to this matter.

Sincerely,

Popescu Vasile-Alin