Dear Customer Service,

I am write this email to file a complaint about a defective product that I received from you company. I have ordered 2000 pieces wine glasses from your company. But the glasses was delivered to me six days later and the numbers wasn't 2000(actually 200 pieces). However, upon opening the package, i found that 15 out of 45 whisky glasses cracked,50 out of 150 red wine glasses dirty (finger marks, dust, lipstick).

All in all, it's quite different from what was advertised on your company. Also, 200 water glasses missed, the invoiced incorrected. The product I ordered was supposed to be right that I received was not even closed to what I had ordered. I am extremely disappointed with the low quality of the product that was delivered, and I believe that the product was not properly inspected before shipping.

I would like to request a replacement for the defective product as soon as possible. Alternatively, I would be happy to receive a full refund for the product that I received. I am enclosing the copy of my order confirmation and a photo of the product that I received for your reference. I hope that my complaint will be addressed promptly, and that appropriate measures will be taken to ensure that such incidents do not happen in the future.

Thank you for your attention and cooperation.

Regards,

Xu boyuan