![Graphical user interface, text, application

Description automatically generated]()

Dear Customer Relationship Manager,

Order number #6876873687

My name is Tom Henkel, and I am writing today to register my dissatisfaction with the product I purchased from your website “salesdeals.com”.

On Jan 22nd, there was a “Big Billion Day” sale on your website. There were amazing deals on the electronics section, especially on Laptop’s segment. I grabbed the opportunity and ordered “Lenovo PS756” Laptop from your website. The original cost of the laptop was 650$, since it was a sale day, I got the laptop for 400$.

The laptop got delivered on Jan 30th and from around 5th Feb, my laptop is facing an overheating problem. It further gets restart in the middle of the work. I had an important exam in the upcoming weeks, and I cannot afford to attend exams with the faulty equipment.

I tried to contact your customer care representative, but despite several phone calls I was unable to talk with a customer representative. I request you to provide a replacement of the laptop with the new one. I further suggest providing a discount coupon for the trouble I been through.

I am looking forward to your response.

Thanks,

Tom

![Text

Description automatically generated]()

Dear Survey Committee,

My name is Tom Henkel, and I am writing in response to the survey posted on the post office website. In my opinion both the options will improve the postal services for the customers, however I am more inclined to install the “super boxes” in each neighborhood. Some people will argue to continue the door-to-door delivery, but this can have some critical implications.

Firstly, Door Delivery need lots of manpower, since a dedicated person is needed for each neighborhood to deliver the mails. This is often time consuming and didn’t produce any significant improvement in the delivery timings. I received my Credit card after 2 weeks of the scheduled delivery date. I further want to state that physical delivery is an obsolete way to deliver the mails.

Installation of super boxes will provide a secure and efficient way to deliver the mails and parcels. The post office can efficiently manage their operations and manpower. The society members can collect their mails/parcels according to their convenience.

I am optimistic that you will consider my suggestion. At last, I want to thank the survey committee for the opportunity to voice my opinions.

I am looking forward to the survey results.

Thanks

Tom Henkel