

Andrew Cook
2000 Tower Street
Everett, WA 98201

June 9, 2021

Snack Crackers Inc.
123 Snack Crackers Rd.
Madison, WI 12345

To Whom It May Concern,

I am writing to you in regards to an issue I experienced with a case of Oreo Cookies I bought on June 2, 2021. I have had no issues from any of my previous orders, but this time when I opened the box of S'mores Oreos, all 30 packages were nothing but smashed Oreos. This was incredibly frustrating to me as I ordered these as presents. On June 9, after receiving the package and discovering the smashed cookies, I immediately called your customer service agent and was told to send back the box of cookies and then a replacement could be sent out after the return was received. This would be terribly inconvenient as shipping took a week to get to me, so I can only assume that it would take another week for your company to receive the damaged cookies and a third week for me to receive the replacement.

I am looking to get this resolved as quickly as possible to avoid any further delays. I would like to send back the broken cookies and to receive a prompt refund by June 15th, so I can purchase the S'mores Oreos at a nearby grocery store. This will ensure that I have the cookies in time for the party.

I have truly enjoyed your company and all the wonderful snacks that my colleagues and I have ordered and are hopeful that after this incident is resolved that we will continue to order from you again. You may reach me by mail, email (axcook4@everettcc.edu), or phone (425) 388-9100.

Thank you for your prompt response.

Sincerely,

Andrew Cook
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