

Case 4 -: As a customer, you ordered a computer part from a national manufacturer. Unfortunately, the part was shipped to you five days later than promised, it arrived, broken, and you were charged more than the agreed-upon price. You need to write a letter of complaint.

To: support@agrawalcomputers.in

Subject: Replacement of Keyboard and Mouse; Order ID #403-579827-252333

Dear Sir/Madam,

I had ordered a Keyboard and Mouse combo from your company on September 27th, 2021. I have received the product today and I have following problems regarding this order:

- The expected delivery date of the product was 1st October 2021 and I have received it 5 days later today on 6th October.
- As I opened the packaging, I found the product broken. The keyboard keys were popped out of their slots. The mouse was not damaged physically but it wasn't working when I tried to use it.
- When I ordered the item, it was priced INR 699 but I had to pay INR 300 extra as delivery charge even when the website mentioned that there is no delivery charge in my city.

I have attached a video of unboxing of the product in this mail. Kindly refer it for your clarification.

Video Link - <https://drive.google.com/drive/camera/1/my-drive>

I, therefore, request you to replace this product as early as possible and refund the extra amount of money taken from me. In case you are unable to replace the product, please initiate a refund of INR 999 to my original payment method.

Thanking you in expectation that my complaint will be resolved soon.

Sincerely

Archit Agrawal

Contact No. - 8419034703