

Dear Sir/Madam,

I am writing this email to express my dissatisfaction with the service provided by your company.

I placed an order on your website on Monday 13 December 2021 and the items that I purchased have still not arrived even though my credit card has been charged at the time I placed the order.

This has been a very busy period with many orders because of the holidays but I think this customer experience is unacceptable given that the estimated shipping date was 29th of December. You should have made the effort to contact me regarding my order and explain to me the reason that I have not received my items.

You can either refund me the cost of my purchase in the next couple of days or guarantee me that my products will arrive this following week.

Hopefully you can solve this issue swiftly or else I am afraid I will have to file a chargeback with my bank and contact the governmental authorities.

Sincerely,

Mihai-George Licu