

Date: September 2, 2014

To: Owner, Websites-R-Us-4-U, 8998 Robie Street, Halifax

From: John Smith, Fly-By-Night Airlines, 9889 Pleasant Street, Dartmouth

Dear Sir or Madam,

Yours is the worst run business ever. I'll never give any of my business to you again, and neither will my friends or family or anyone else I talk to about this.

I hired you to build a new web site for Fly-By-Night Airlines. The guy you assigned to my project—I don't remember his name; Shawn or Stan or Mike or something. Whoever he was, he was the one wearing a green shirt the first day I met him—never seemed to understand how busy I am. Facebook doesn't check itself, you know! Anyway, whenever we met, he'd go on and on about user stories and content and boring stuff that I could care less about. Or he'd call about details he should have known from our first meeting. Can't your employees make decisions for themselves?

I know that the web site was ready a month early and that I received training in how to use it, and that I signed off on the project. That has nothing to do with anything. After a month of using it, I don't like the colours he chose for the home page. They looked okay before, but now they're ugly.

When I contacted what's-his-name, he explained over the phone how to set colors in Wordpress. I told him I have more important things to do than to try and figure this out. I told him I didn't care that he was working on another project for someone else. I demanded that he drop everything and change the colours immediately. He refused and hung up on me. How dare he!

Your company claims "satisfaction guaranteed." Are you speaking about the customer's satisfaction or your own? I demand that you make him change the colours, that you refund half the money I paid for such an ugly web site, and that you fire what's-his-name. And I want a public apology over this incident as well.

If you refuse to honour my extremely reasonable requests, I shall be forced to take this matter to the Better Business Bureau, the Department of Consumer Affairs and the fraud unit of the local police.

Thanking you in advance for your appropriate response.

Sincerely,

John Smith