**Writing to complain**





**Replying to a complaint e- mail**

**Tips**

* Give thanks for the email
* Show sympathy/ Make an apology
* Explain the problem
* Introduce good news
* Show availability
* Closing



**Revised Sample from Book:**

**Sub: Reply to complaint about DVD player, order#B497**

Dear Ms. Beck,

Thank you for reaching out to us regarding the condition of the DVD player you received. We sincerely apologize for any inconvenience this may have caused.

The scratches on the DVD player you received could have resulted from several factors during the handling and shipping process. While we strive to ensure that all products are packaged securely to prevent damage, occasionally, unforeseen issues can occur during transit.

Although we do not have any more DVD players in stock now, we are committed to resolving this matter to your satisfaction. Therefore, as a gesture of goodwill, we would like to offer you the following options:

* A full replacement of the DVD player at no additional cost to you.
* A partial refund to compensate for the inconvenience, should you prefer to keep the item.

Please let us know which option you prefer, and we will take the necessary steps to process it immediately. Additionally, if you have any further concerns or require assistance, please do not hesitate to contact our customer service team.

Thank you for your understanding and patience.

Yours sincerely,

Robert Wilson

Store Manager