Dear Sir/Madam:

Over the last 2 years I have purchased several quality books through your website, and have been very pleased with the quality and service I have received. On September 14, 2018, I used your website to order a first edition copy of Service for Two by Madeleine Gatson, published in 1964 by Carlton Publishers. My online confirmation number for the order is F123U456789.

On September 28, 2018, I received my order; however, rather than a first edition of the book in question, I received a later reprint published in 1983. That same day I sent an email through your website but as of today, I have not received any reply or acknowledgement. As I have always been impressed with your speed and accuracy in filling my orders in the past, I'm sure this is a simple error and that you will take the necessary steps to correct it.

I have returned Service for Two and my order slip by US mail at my own expense. I am requesting that you ship the correct edition of the book to me as soon as possible at no additional charge. If a first edition is unavailable, please inform me by mail and credit my account for a refund.

I have confidence that you will take every step necessary to correct this problem and maintain the good trust I have in Apple Tree Fine Books as a quality company committed to customer satisfaction. Please contact me at 123-45678 or firstsecondname@mail.com if you have any questions of concerns.

Yours faithfully,

Roman Bessmertnyi