Complaint Letter

Office of the Dean Academics,

Indian Institute of Engineering Science and Technology, Shibpur

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Telephone:-(033) 2668-4561, Fax:(033) 2668-0637

Website:-https://www.iiests.ac.in

10th January,2021

The Manager,

Oxbridge book store,

164, A.J.C Bose Road, House Number :- 4A 700064,Kolkata

Subject: Complaint regarding late arrival and delivery of poor quality and defective books supplied.

Dear sir,

I had placed an order (Order number:201BE6) for books to your company on 2nd January,2021 although the due date for the arrival was on 6th January, 2021, but I received it just yesterday on 10th January, four days late after the deadline. I was surprised to see that i had received defective books with torn and missing pages. I am highly disappointed with your service and the quality of the books. Even though our institute are your regular customers you made no arrangements to look into the delivery of books.

I would like to get a replacement of the defective books with better quality by next Monday,16th January,2021. I would like your company to make a note of the mistakes that has occurred and ensure proper delivery of the books next time. Kindly Make sure mistakes are not repeated in the immediate future!

Hoping that you would make necessary arrangements for the replacement of the books as soon as possible so that we can maintain our trust on your company in case if future order's.

Yours sincerely,

Anuvab Sen

Member of Student Senate

Institute:-IIEST Shibpur