

Jason Roe  
658 W. Vine Street  
Los Angeles, CA 90002

May 6, 2019

Mark Wilson  
Manager  
Collinwood Manufacturing  
888 E. Mall St.  
Los Angeles, CA 90002

Re: Purchase of spoiled goods

Dear Mr. Wilson,

I am writing this letter to complain about the goods that I have purchased from your store on May 4, 2019. The branch manager assured that the goods are fresh and in good condition, but it turns out to be wrong.

I have received spoiled goods at my home. I have attached a photo along with purchase receipt with this letter.

I have been a frequent purchaser from your store. Never expected such customer service. Please look into this matter at the earliest, and either refund my purchase or send out another supply.

I hope you will take immediate action. For any questions, please feel free to contact me at [jasonxyz@gmail.com](mailto:jasonxyz@gmail.com)

Sincerely

Jason Roe