

Content:

The message of letter is clear. Maybe in the last paragraph I would add some threat to the company.

Structure:

Your structure is very clear and logical. But in the future you can use some linking words, which can reader help understand the structure of your complaint.

Style:

You used appropriate formal style of the complaint letter

Vocabulary and Grammar:

I like the wide range of your vocabulary and I suppose your grammar is fine but I found some minor mistakes, which I marked in the text below.

Formal complaint over order ABCD1234

Dear Sir or Madam, representative of Alza s.r.o.,

I am issuing a formal complaint over my purchase, order ABCD1234. The item ordered in this purchase were CX-H300 Sennheiser headphones. Instead, however, not only have I received a completely different, but also dysfunctional product.

The headphones were supposed to be delivered to me on 5th of November, and while delivery was on time and all in order, when I opened the package, I discovered that I have received headphones completely different from the ones that I ordered. Upon further testing of received product, I also discovered that the headphones failed to produce any sound and therefore are probably broken beyond repair.

I request this situation to be resolved as soon as possible. Simply delivering my original order will suffice.

Thank you for your time and I hope we can resolve this situation soon.

Best Regards,

Jakub Abcdefgh