

Write a letter to the manager of
a firm about the defective goods
sent to you by it ~~and~~ and
asking it to return or exchange
them.

Dear manager,

I am writing to express my dissatisfaction with goods that I received from firm. I ordered 10 boxes of LED bulbs from your online catalog, but when I opened the package, I found that 6 boxes were damaged and the bulbs were broken.

This is unacceptable, as I paid a high price for these goods and expected them to be delivered in good condition. I have attached photos of the damaged goods as a proof of the poor quality or packaging. I request that you either return my money or send me

replacement goods as soon
as possible. Please ^{also} arrange
for the pickup of the defective
goods at your expense. I hope
that you will take this matter
seriously and resolve my ~~matter~~
it to my satisfaction

Please reply to this letter
within 10 days and let me know
how you plan to address this
issue. If I do not hear from
you by then, I will have no
choice but to take legal action
against your firm.

Thank you for your cooperation

Sincerely,

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