

## Letters of Complaint



**Directions:** Select 2 of the 3 scenarios and compose a letter to the companies of your choosing.

### Situations/Scenarios

1. You recently purchased a pair of Gap faded jeans at the Gap. After wearing the jeans once and washing them the jeans developed holes. You want your money back. However the salesperson will not let you return the jeans because you have worn and washed them. You still have the receipt and tags from the jeans.

Customer Service  
The Gap Corporate  
3458 Berry Lane  
Boston, MA 5433

2. Two Months ago, you purchased a CD player system from Columbia Sound Inc. It was installed in your car two weeks after the purchase. After playing the CD system for a month, it began to scratch your CD's. You returned to Columbia Sound Inc, to get the problem resolved. You still have all of the papers that accompanied the purchase of the CD system and you cancelled/cashed check, yet you got the run around from the sales clerk when you tried to explain your situation.

Dave Smith  
General Manager  
Columbia Sound Inc  
45 Rangeline Drive  
Columbia, MO 65202

3. You purchased a "Chew-Soft" candy bar last week at Moser's. As a result of eating this candy you bit into a foreign object and chipped a tooth. After visiting the dentist, the dentist has concluded that the damage to your tooth will need repair.

Customer Care Department  
Chew-Soft  
2 Oley Drive  
Portland, OR 33201