**COMPLAINT LETTER**

5/652, SNV Street

VKL Colony

Hyderabad – 500025

November 26, 20XX

The Manager

Customer Service Department

Taurus Shop

New Delhi – 110023

Subject: Complaint about a damaged product received

Sir/Ma’am,

I had purchased a black top from your online store. I received the product today, and I tried filing a return request as the size is smaller than the one I had ordered, and the cloth is torn on the left side. For some reason, the return request is not being filed. The page is either getting redirected or stuck. I have tried multiple times, and I could not go through with it. Can you please check and let me know if the return request has been filed for the order no. 3049. If not, kindly let me know what I should do to return the product.

I am attaching herewith photographs of the damaged portion of the top and the opening video for your reference.

Thank you

Yours sincerely,

Sindhu Shankar