**COMPLAINT LETTER**

Examination Hall  
Sector-20, Chandigarh

February 20, 20XX

M/s. Oxford Publishing House  
Consumer Complaint Division  
London

Subject- Complaint regarding receipt of wrong set of books.

Sir/Madam

On February 1, 20XX, I bought a book set (Order No. 000154) to be delivered to Chandigarh, Sector-20. To my dismay, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward to hearing from you within the next ten days. Enclosed are copies of the transaction document and the receipt. I look forward to your reply and a resolution to my problem and will wait until the time before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at 098100XXXXX.

Sincerely,

Varun Joshi