



Huang Sze Wa 2D (17)

Letter of complaint



17 May 2023

Dear Sir/Madam,

I am writing to complain about the earphones I bought at your Superdeal store.



The first issue is I bought earphones at the Superdeal store which were not what I wanted. The pair I bought should be black earphones, but when I got home, I opened them and found that they were pink.



The second problem is when I wanted to check the color of the earphones in the store, the shop assistant told me there was no problem with the color, on top of that she said I could not open the package in the store.



The last question is the headphones should cost \$155.13, but when I checked the receipt, it cost \$1551.3. This may be due to a wrong decimal point, but I do not understand and cannot accept it.



I hope your company can improve the situation and I need a full refund and the shop assistant to apologize for causing me a lot of troubles. If I do not get your written response within 14 days, I will complain to the Consumer Council. I can be contacted at [Alex@gmail.com](mailto:Alex@gmail.com) regarding the matter.

Best regards,

*Alex*

Alex

