



Non-Fiction Exemplars

Formal Letter

53, Old Street,
New Town,
Wessex,
WE31 6XY

Sunday, 13th January, 2017

Mr G Towner
Managing Director
Hartley Building Supplies
12, Liverpool Street,
New Town,
Wessex,
WE33 7TG

Dear Mr Towner,

I am writing regarding a delivery that was made to my address last Friday. I am disgusted by the standard of service I received and would like an immediate refund of my order.

I arrived home at 5pm on Friday to find two of your employees standing on my driveway, together with a pallet of bricks which had been deposited directly in front of my garage doors. I explained to them that I would be unable to access my garage if the pallet was in that position, but they refused to move it, saying they were late for their next delivery. Despite my protestations, they then departed in their truck.

Upon further examination of the pallet, I realised that the bricks were not the ones I had ordered; they are engineering bricks, whereas I ordered facing bricks. I immediately called your customer services department and was told nothing could be done until Monday. I have therefore spent the entire weekend unable to access my garage and without the item I ordered.

I would like you to refund my order and remove the pallet of bricks from my driveway immediately. I am extremely disappointed with the standard of service I have received and I will not be placing any further orders with your company.

Yours sincerely,
Mr A Hunter