

Subject: Disappointment with Recent Purchase of Gaming Device Introduction Dear Customer Service, I am writing to express my disappointment regarding a recent purchase I made from your store. I expected a certain standard when purchasing from XYZ Gaming Inc., and receiving a broken device has left me feeling disheartened and dissatisfied. Position/Want I am a loyal customer of XYZ Gaming Inc., and I had high expectations for the quality of your products. Ideally, I would like to arrange for a replacement of the damaged gaming console or a full refund. Paragraph 1 The product in question is the XYZ Gaming Console (Model XYZ-123). Paragraph 2 This experience has not only inconvenienced me but has also caused me to question the reliability of your products.