

## Formal Letter of Complaint No.1

Mr Ade Emdeke,  
26 Hallows Lane,  
Woolwich,  
London SE18 6RZ

Director of Complaints,  
GlowGo Trainers,  
108 Branston Industrial Estate,  
Enfield,  
London E21 5FG

19<sup>th</sup> January 2025

Dear Sir/Madam,

I am writing to express my dissatisfaction with the pair of trainers I purchased from your store in Woolwich on January 29<sup>th</sup> 2024.

Firstly, after only wearing the trainers twice, the stitching has come undone on the heel. Secondly, the soles of both trainers have come unglued. Consequently, I had no suitable footwear for my running group this weekend and nearly twisted my ankle wearing inappropriate shoes.

I am very disappointed with the poor quality of these trainers as they were extremely expensive and I had saved up for many months to afford them. I expected a great deal more from this well-known brand.

In conclusion, I would appreciate it if you could refund the cost immediately as I do not trust that a replacement pair will perform any better. Please find proof of purchase (the receipt) and the trainers in the enclosed package.

I expect a swift response and look forward to hearing from you soon.

Yours sincerely,

[Handwritten signature]

Ade Emdeke (Mr)