

Formal Letter of Complaint No.2

Ms Priya Patel,
75 Highland Way,
York YO6 8BU

pp28@email.com

Mrs Osake,
Complaints Department,
Jean Jeanie,
Hackney,
London E8 6ZX

12th May 2026

Re: Faulty Trainers

Dear Mrs Osake,

I am writing to express my dissatisfaction with a pair of jeans I purchased from your store located in Oxford Street, London on 3rd May 2026. The jeans, a pair of bootcut, high waisted jeans, have not lived up to the quality I have come to expect from your products.

After only a week of light use, the stitching on the hems of both legs has started to unravel causing the bottom to fray significantly. In addition, zip has completely broken making the jeans unwearable. I have always taken good care of my clothing and have never experienced such issues with any other pair of Jean Jeanie brand jeans.

I believe this is not acceptable, especially considering the reputation of your brand and the price I paid for the jeans. I am disappointed with the quality of the product and the inconvenience it has caused me.

Lastly, I kindly request that you investigate this matter and provide a suitable solution. I would appreciate it if you could replace the jeans with a new pair of the same model or offer a full refund.

I look forward to hearing from you soon. Please feel free to contact me at 08300 955555 or my email address (above) should you require any further information.

Yours sincerely,

Handwritten signature

Priya Patel (Ms)