

From,

Ms Scarlet,

F -19,

Sterling apartments,

Bridgeton archway,

Houston

To,

Excellence Courier Service,

Wilson Boulevard,

Houston

Dear sir/ madam,

This letter has surfaced out of sheer disgust resulted by the delivery service of Excellence Courier Service. Couple of days back, I received a parcel which was destined to me by my cousin through your courier service. The parcel has been delivered at least a week late after having being promised to be delivered well in time. I can understand things can get disarrayed for some reason or the other. But, it is your responsibility to put in a reasonable excuse for the long delay in the delivery. But, nothing of this sort was done.

Moreover, the parcel has been delivered in complete mess. I wish that you draw some inspiration from the name of your service, Excellence Courier Service; and deliver what the name actually promises. I am expecting a reply from your side for the poor service which was rendered to me. Hoping for a reasonable and a quick reply,

Yours sincerely,

Ms Scarlet