



Deng Qiwen 2D (16)

## Letter of complaint



17 May 2023



Dear Sir/Madam,

I am writing to complain about a pair of Bluetooth headphones I bought from Superdeal but they were NOTHING like what I wanted.

First, the headphones I bought were supposed to be black but when I opened the packing at home, I found they were pink, I actually wanted to open the box to check the color but the shop assistant said that the colour was right and I could not open the packaging.



Second, besides the colour, the battery had run out after only 15 minutes of use. You can see from other customers' reviews that I am actually not the only one who has had these problems with the battery.



Even worse, the headphone should cost \$155.13 but the shop assistant charged me \$1551.3. I was shocked when I checked the receipt as she charged me 10 times of the real price.



I hope you will give me a full refund and an apology for causing me so many troubles, I can be contacted at [Alex@gmail.edu.hk](mailto:Alex@gmail.edu.hk).

Best regards

*Alex*

Alex

