

Name:

1. Email

To: (online store) ASOS
Re: wrong package

Dear ASOS,

I have been one of the most loyal customers of you and I really appreciate your services and special prices which you have offered recently, even though something went wrong with my last order.

First of all, I have to repeat that the whole team of the company did great work and ^{they} always gave me a reliable impression. Especially the big variety of clothes is a very remarkable thing and I hope you will keep it like that. Last but not least, I just want to add that the special offers like "buy 3, pay 2" or free deliveries for orders over 50 euros make me feel great and pleasant to be a loyal customer.

However, apart from that you did a small

mistake concerning my last order. Last week I ordered some ^{things} of your new summer collection like the amazing new shirts or ^{the} colourful snapbacks. Then three days later, my mom told me that my package from you arrived. Now the point is, after opening the package I soon realized that it is the completely difference which I have ordered.

All things considered, I have come up with a few suggestions that may help you (~~to decide~~) finding a solution. I think the best and also the most plausible way is to give me the opportunity to send the package back without delivery costs. Then you can change the package and send me the real one.

I hope you will understand my problem and give me the opportunity to receive my package finally.

Your faithfully

260 words