

Customer services
Film Express
214, Nightingale Lane
London, WC1 2A

Dear Sir/Madam,

I am writing to complain about two DVDs I bought recently from your company on the Internet and about how I was treated by a member of staff when I phoned to complain.

Firstly, I ordered them on 6th January and I was promised they would arrive in three days but they weren't sent to me for over two weeks. Then, when they arrived and I opened the box, I was shocked to see that one of them was broken. as they clearly hadn't been packaged properly

Secondly, when I phoned to complain, I was very disappointed by the way in which I was treated. The member of staff who I spoke to was extremely rude and did not offer me any form of refund or replacement.

I would be grateful if you could send me a replacement DVD (Kill Bill !) as soon as possible, or if this is not possible, I would like a full refund of my money. Thank you for your help with this matter.

Yours faithfully,

Diana Jones

Diana Jones - customer number: FE342BB90/3

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