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MicroCircuit.com Customer Center  
1987 Mercer Rd., Suite 102  
Lexington, KY 40123

Dear Representative:

On June 1 2007, I ordered an Apple 30 GB iPod video Black on your Web site. According to the web page, the iPod would be shipped within three hours; however, I haven't received the iPod yet. I would like you to check whether my order was fulfilled correctly.

When I completed the order process on the web site, the order number, 104-7409178-299275, was displayed on my browser. The same order number was given in the confirmation email that I got soon after the order process was finished. Meanwhile, I received another email that told me the product was shipped. However, iPod hasn't been delivered for two weeks though it must have arrived in a couple of days after the shipment.

To resolve this issue, please ship the iPod immediately. In addition, I will welcome if you send me email stating the delivery date and tracking information, or a confirmation that a credit has been given to my credit card.

I would appreciate your processing my request within the next few days.

Sincerely,

Yoko Harada  
myname@myemail.domain

Encl.: copy of order confirmation and shipment information emails