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To whom it may concern:

On \_\_\_\_\_, I visited your store: \_\_\_\_\_. While there, I had a bad experience and wanted to write you a letter informing you of my displeasure.

At my visit, I was disappointed to have the following experience:

\_\_\_\_\_

I would very much appreciate a letter, email, or call back.

I look forward to your reply. Please contact me as soon as possible.

Sincerely,

\_\_\_\_\_