Emma Smirnov  
0121 V-0 Brooklyn  
New York, USA

20th April 20XX

Kmal Stirk  
The Manager  
Green City Bus Services  
K-c7 Yorkshire Town, NYC, USA

Re. Damage of Luggage During Travel

Dear Stirki,

I am very upset with the poor service provided by your buses. Your buses have a contractual obligation to make passengers arrived at their destination safely and sound along with their luggage especially when luggage safety is charged separately.

I had a really terrible and griming experience traveling through your bus services. It was my first experience of traveling by your bus service. I was traveling from Paris, France to Brussels, Belgium on 16th April 20XXon the premium category of bus number 450, at 5:50.

Due to heavy and excessive luggage, I was asked to pay an extra amount of cargo so that my luggage could be made reached at my destination without any hassle. I paid an amount of $100 to cargo my luggage safely but when I reached the terminal in Belgium, I was astounded to look at the condition of my luggage. Half of my luggage was broken because of poorly fixed stuff in the trunk of the bus.

It had very important and expensive things in my bag that were broken. I am very dispirited to travel through your bus service. When I approached the customer care office, they completely neglected the importance of the matter and talked in a very offensive tone.

I hereby would like to request you to replace my luggage or fill up the required penalty. As I am entitled to a handsome compensation, I would sue your company and services in the court if you do not reach back to me within five days of the deliverance of this letter. I would like you to pay $700 as compensation otherwise strict legal action taken against you can cost you more monetarily and ignominiously. I am looking forward to your immediate response.

Thank you in anticipation

 Sincerely  
(Signature)