To

[Name Here]  
[Designation]

Re. Complaint on Encountered Price Discrepancy  
  
Dear Sir/Madam,

I am submitting my complaint about the encountered price discrepancies from your web store. I was scrolling through my Facebook while I came to look at your web page that was presenting and launching some newer domestic products which included cutlery, crockery, bed sheets, and curtains. The prices were discounted at a considerable amount which instigated me to order some for my home.

I ordered one bedsheet by Comforts and a few cutlery products from my kitchen. The tagged prices of these products were $10 and $12, respectively. When I checked out, my total bill was $24.7 including all taxes and delivery charges. Today, when I received my order, I had to pay $39.7. When I investigated the bill, it went as follows.

1. Bedsheet by Comfort: $17
2. Flatware Set: $19
3. Shipping charges: $3.7 (remained same)

I was shocked as I had purchased these items from the discount section. I managed to contact the customer care of your webpage who told me that these products were not included in the discount section. After my call, I visited the website again and checked the prices of the items I bought. They were still tagged in discounted section. I took screenshots of them as proof (please find the images enclosed).

Sir, I paid an amount of $15 extra due to a possible error on your side. It seems to be a price discrepancy that is illegal and very immoral on the part of the business holder. I request you to investigate this and refund my extra paid amount of $15 as soon as possible otherwise I will be compelled to take this matter to consumer court for a legal proceeding.

You can contact me at [email] or +1[X]. All the details have been enclosed in jpg format along with a pdf file of the invoice. Thank you.

Regards

Mike Anderson  
90-C Arab Heights, Los Angeles, CA, USA