

Mariam Alfuraih,
Block: 3,
Abu Fatira,
Kuwait,
Mariam Alfuraih@hubs.edu.kw

**Apple watch,
Avenues phase 4,
kuwait,**

Dear Sir/Madam,

I am writing to inform you that I ordered a phone last week, and when the package arrived the box was not damaged but the phone inside was, and it had a cracked screen. It was as big as the phone. This is not acceptable. I am not satisfied with this product.

This phone is not working at all. I am so surprised because Apple is a strong company. I am surprised and disappointed because I ordered a phone and when it arrived it was broken. When I opened the box, I immediately saw that the screen had a huge crack along the side. I am disappointed because it was a birthday gift for my mom, and I really do not think she would appreciate me giving her a broken gift.

Thank you for looking into my problem and I know that you will find an amicable solution. I hope you agree that the best solution would be for you to send me a new phone so that I can give it to my mom for her birthday.

**yours faithfully,
Mariam Alfuraih**