Dear Sir or Madam,

I am Wesley Phillip from Boston, USA. Three days ago I ordered a Samsung Galaxy J8 smartphone from your online store. I was excited when it arrived earlier today but very disappointed to find that the product was faulty and not the one I ordered! I am hoping you will replace it immediately.

In relation to the specifics of the order, I purchased this mobile phone through your website called Phone and Gadgets on July 17th using my PayPal account. The order number is 56900145 and I am attaching a copy of my receipt.

The issue with the phone is that the front camera does not work and the internal memory is 128 GB, though I ordered a 256 GB phone. The description of the item on your website clearly shows it is a 256 GB phone, so I am sure this is a mistake made on your side while dispatching the product.

As a solution, and because I really like this specific model, I am hoping that you will agree to replace the phone according to the specification of the order. Otherwise, I would like a full refund and I will be contacting PayPal complaints if I do not hear back from you in regards to this within a week.

Thank you for giving the matter your attention and I hope to hear your reply soon.

Yours faithfully,

Wesley Phillip