

Dear Sir or Madam,

I am writing to complain about service in your cinema.

In March I've bought two tickets on Limp Bizkit concert by your internet website. Tickets cost \$65, so it's a lot of money. The concert was scheduled on 1st April, but I've got my tickets on 3rd April. It was 2 days after the concert, so I couldn't take part in the event. I send 3 mails to support before the final date of concert. Answer was always similiary: „We guarantee that you will get tickets before the concert”.

My compensation proposal is that you will give me back my money (\$65) and you will give me 2 free tickets per 3 events which I've selected. I did not take part in the concert, which for a long time will not be repeated in Poland, so I suffered a great loss. I think it is a good proposition, but if you refuse it, I will take legal action.

I look forward to hearing from you soon.

Yours faithfully,
Ksawery Piątek