

## BAD YELP REVIEW

The complaint of Nanni to Ea-nāšir has been recognized by Guinness World Records as the oldest known written customer complaint. It's become a popular meme, and it highlights that frustrations about bad service aren't new.

### Read the full complaint below.

"Tell Ea-nasir: Nanni sends the following message:

When you came, you said to me as follows:  
'I will give Gimil-Sin (when he comes) fine quality copper ingots.' You left then but you did not do what you promised me. You put



*The clay tablet containing the letter from Nanni to Ea-nasir.*

*From Wikimedia commons.* messenger (Sit-Sin)  
and said: 'If you want to  
take them, take them; if you do not want to take them, go away!'

What do you take me for, that you treat somebody like me with such contempt? I have sent as messengers gentlemen like ourselves to collect the bag with my money (deposited with you) but you have treated me with contempt by sending them back to me empty-handed several times, and that through enemy territory. Is there anyone among the merchants who trade with Telmun who has treated me in this way? You alone treat my messenger with contempt! On account of that one (trifling) mina of silver which I owe you, you feel free to speak in such a way, while I have given to the palace on your behalf 1,080 pounds of copper, and umi-abum has likewise given 1,080 pounds of copper, apart from what we both have had written on a sealed tablet to be kept in the temple of Samas.

How have you treated me for that copper? You have withheld my money bag from me in enemy territory; it is now up to you to restore (my money) to me in full.

Take cognizance that (from now on) I will not accept here any copper from you that is not of fine quality. I shall (from now on) select and take the ingots individually in my own yard, and I shall exercise against you my right of rejection because you have treated me with contempt."

*Adapted from:*

*Deron, B. (2019, March 6). This 3,800-year-old tablet contains the world's first customer service complaint. All That's Interesting. <https://allthatsinteresting.com/first-customer-service-complaint-ea-nasir>*