

Letter of Complaint

Main St.,
Enniscorthy,
Co. Wexford.

Quay Lane,
Wexford.

27th May 2010

Re: Television Purchase Complaint

Dear Sir/Madam

On the 24th May, I purchased a television in your shop for €280. While using the television the next day, the screen froze and the television has not worked since.

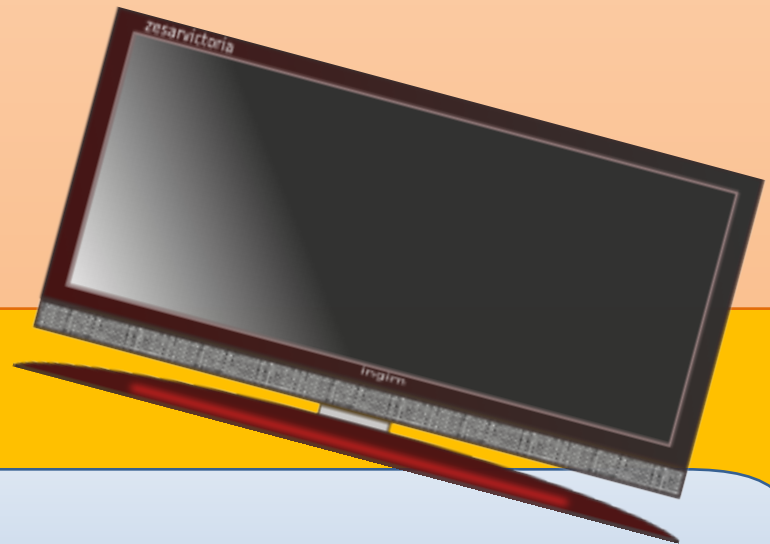
I am unable to solve the problem, as clearly the television is not of merchantable quality. I would appreciate if you would supply me with a perfectly working new television.

I enclose a copy of my receipt as proof of purchase.

Should you have any queries, please do not hesitate to contact me.

Yours faithfully,

Shane Irwin



Checklist for Letter

- Letter layout
- Paragraphs!
- State the problem
- Ask for redress
- Mention proof of purchase
- Signature

Replacement, Repair
Refund