Dear Sir or Madam,

I am writing to complain about the broken blender I purchased from you. Exactly three weeks ago, I bought a blender from one of the branches of your shop, Magic Store on 23rd Avenue. When the salesperson plugged in the blender in the store, it worked well. But he tried it just for one minute. I brought it home and used the equipment once without any problems. After that time, while I was using it for the second time, it stopped suddenly and smelled bad.

I immediately phoned the shop and explained the situation and what happened. The salesman asked me whether I purchased the equipment with a warranty or not, which I did. Although he was supposed to follow up on my problem and solve it, I have not regrettably

received any return call from your store staff. I, as a loyal client of your store who has used your products for more than five years, anticipate that you take note of my problem as soon as possible and do whatever you can. By the way, in the warranty it is noted that in such situations, the equipment would be taken back and changed with a flawless one. I hope that you will address these concerns.

Yours faithfully,

Tina Rezaie

6 close to 6.5

Rater’s comments:

Good grammar and vocabulary use

Good coherence and structure