***You recently bought a piece of equipment for your kitchen but it did not***

***work. You phoned the shop but no action was taken.***

***Write a letter to the shop manager. In your letter***

* ***describe the problem with the equipment***
* ***explain what happened when you phoned the shop***
* ***say what you would like the manager to do***

Dear Sir / Madam,

I am writing in accordance with my recent purchase from your store, which unfortunately has not been a pleasant experience.

I bought an electronic juicer about a week ago. After I plugged it in, I switched it on and it started making an annoying screeching sound that I do not presume it is meant to. I tried different settings on the device which was to no avail.

A couple of days later, I called to report the problem and ask about the return policy, but to my amazement all the lines were supposedly busy, hence I waited about 15 minutes only to be hung up on by the machine.

I will post you the equipment, in the box you can find a copy of my receipt. In exchange I would expect you to reimburse me for the full price, plus damages. I hope for your diligent cooperation.

Yours,

AliAbadi