***w1\_mahsa\_w6***

***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 to file an issue with my last online purchase. I bought a Kitchenaid 4-Slice Toaster 2020 series with order number DKC-15278395. It was delivered last Monday and I have still two days to meet a 7 day return policy.

There is problem with Toast won't pop up after the toasting is complete and surprisingly bread grabbers will not keep the bread vertical or return it properly. I was shocked by a too way dysfunctional product as it is completely new and is not meeting the minimum requirements. Therefore, immediately I called your product support (customer service) and after was being 20 minutes waited for the staff to answer, she responded me that she didn't understand a word from technical issue but a technician will come to check the problem. It has been two days holding me but no action has been taken accordingly. In this way, I am wondering if there is a possibility to refund or to substitute with another one preferably.

According to the refund policy provided in the purchase agreement, I am entitled to receive any refund in terms of any problem during this 7 days. I used my credit card in buying this laptop and all the pertaining information is gathered in my account and purchase tracking section.

I anticipate a prompt remedial action from your side.

Yours faithfully

Lilo