***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 this email with regard to the problem that I have with the new refrigerator I have recently bought from your branch. After installation of the refrigerator, I let it to work for 24 hours without any food inside of that as the instruction book suggests. When I opened the door later to put my stuff inside of it, I felt that the interior space of the refrigerator was not cold at all. I checked the temperature with a tempo-meter to get sure, and it was not as low as it should be. I believe that the refrigerator is not cooling correctly.

I tried multiple times to reach the guarantee department to explain my problem, but all the times they told me that because of holidays there is no professional worker available. They asked me to wait till end of the week and then call again. It is not acceptable to me to wait that long because I cannot live without a refrigerator around.

I really appreciate it if you can check my ticket again and help me with my problem. I supposed that your service is 24/7, as a result, I bought the commodity before holidays. If I have known that your customer service would be limited, I would have definitely waited till end of holidays to sell my old refrigerator. Please let me know if there is a way to ease my situation.

Sincerely Yours,

Sara Mirzavand