***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 letter to inform you about a broken radio that I purchased from your store in previous Friday.

The problem is that the radio I bought in there not only is not working properly but it is not also the latest version as it was claimed by your sales manager. In fact, I noticed that foreign channels may not be accessed using this instruments as it is designed to connect effectively only to local channels. After purchasing this model, it is brought to my attention that there is actually a latest version with advanced features and options to be able to receive programs from multifarious foreign channels.

Moreover, I called your customer service department, so I could find out about a meritorious service to resolve the issue. After that, I was notified that they can either replace the radio with the latest version or upgrade so that it may compensate for the features I expected. Unfortunately, I have been contacted so far with regard to the promised services by any responsible department from your store.

Lastly, please be advised that I need to see an immediate action toward resolving above-explained problem within one day from the date printed on this letter.

Jones