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 with regard to the problem I have encountered with the kitchen equipment that I have recently bought from your shop. From the very first time, I realized that unfortunately its cooling system does not operate properly. The cooling fan constantly stops working, resulting in the overheating of the equipment and its overall failure.

I called the shop to inform the issue and ask for help and guidance. Although, at the time of purchase, the warranty card was handed to me along with the equipment, the shop assistant denied that it was under a warranty.

As a reputed store in its community, I expect the issue to be addressed immediately and the equipment to be repaired as soon as possible under its warranty coverage.

Looking forward to quick handling of the issue and thank you very much in advance for your time and consideration.

Yours truly,

Mary Smith