Dear Sir or Madam,

I am writing to express my dissatisfaction in connection with the electric mixer I purchased from your shop last week.

The first thing I would like to draw your attention to is that the mixer is faulty. Despite the fact that I followed the instructions, it failed to work when I plugged it into power.

What is worse, I called your customer service department to take professional advice. After waiting on the line for a long time, I was treated with indifference. Your staff member mentioned the shop is not responsible for faulty goods and return policies are not applicable for electric purchases.

To resolve the issue, I wish to be fully refunded or to replace the mixer with a new one the least. I also suggest your customer service staff undergo training to provide the customers with better services.

I trust this issue will receive your immediate attention.

Your faithfully,

John Jackson