***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 an appliance that i bought from your shop two days ago.

I used the machine according to its user manual yesterday. It worked well for 30 minutes, but after that I heard strange noise from the machine and suddenly stopped working in the middle of a load. I called your customer service and left a message, but I have not heard back from them yet. I tried to turn it off and removed the clothes, but no function was working.

This caused bother me because I could not use the machine. As appliance is under warranty, I would request you to send a technician to check if it is needed to be replaced with the new one.

I am looking forward to hearing from you.

Thank you,

Massi Ghazi