Shiva Emadi / Week 6 writing task 1

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.

* 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,

As a fan who has purchased a multitude of products from your shop, I was disappointed to confront an inefficient customer care service related to my Max coffee maker issue.

On the 15th of May I received the coffee maker exactly based on my order. It is obvious the heating element or thermostat is not working correctly when I plugged in and pressed the green button. To ensure about the problem that is not from my side, I read manuals and checked again however it is not still working.

To adjust the complaint, I phoned the call center right a day after I received the item. However she submitted in service products provider with number 3991, I did not inform with the exact date of repairmen and when I called for the second and third time they rebuff me within the last two weeks.

As a manager, I should apprise you to the low level of responsibility regard to customer services demanding. With dissatisfaction mentioned above, I am asking you for a full refund of my order.

I hope that you will address this important concern.

Yours truly,

Zania Green