

You worked at home and have a problem with a piece of equipment that you use for your job.

Write a letter to the shop or company which supplied the equipment.

In your letter

- **Describe the problem with the equipment**
 - **Explain how this problem is affecting your work**
 - **Say what you want the shop or company to do**
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To whom it may concern,

I am writing to claim for my new laptop which I bought from your company last week. These days because of Covid-19 I have to work full-time from home. Suddenly I lost my laptop's image during an important meeting.

The most significant problem which it was caused was related to my vital meeting that I lost it this morning. I am so sad because I was waiting for this meeting for more than a month and I lost my chance to get the project from the company.

Another important issue is about my investment because I was invested on this project, and just due to your equipment shortage my money was wasted.

Although I know that you cannot compensate my losses, I just return this laptop to you and please send it the new one to me as soon as possible.

I look forward to your early response.

Regards,

Mona