

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 would like the manager to do**

Dear Sir/Madam:

I bought a dish washer from your company last month, but since the very first second that your colleague delivered it to our house, it has not worked properly. Actually, when we turn it on, it even does not start to wash.

Unfortunately, I have called ~~many times~~ your support team many times. The lines were always busy, and at last ~~that when~~ I succeeded ~~to talkin~~ talking to your technician and described ~~him~~ my problem, he told me that he ~~will~~ would call me back, but It has been 2-two weeks and I still ~~did~~ have not received any call from your company. Which made me really disappointed.

To solve this problem I would really appreciate a refund of my money, if you need any extra information, I have ~~enclosed~~ attached all the purchase documents to this email.

I am so sorry for you that you have lost a big fan of your company, and now I look forward to your quick reply. I wish to hear from you before seeking help from consumer protection agency.

You can contact me by the phone number which has been written in the receipt.

Regards

Mahta.Tk