

Dear Sirs

Faulty (xyz) product

This is to bring to your kind notice that the enclosed(name)product doesn't work and it is not up to the expectations. I am sorry to inform you that it is the third product that I've had to return this month(see attached correspondence).

I would like to inform you that I bought the product from the (name of shop) at (name of place, ex. Fifth Avenue, New York) on(date).I must inform you that I carefully followed all the instructions for use. However, except these few products that I have had to return, I have been otherwise completely satisfied with your products.

Outstanding service problem - contract ref (number)

This is to bring to your kind attention that your engineer (name) called up on me for the third time in the past ten days in order to repair our (machine and model) at the above address, yet it is still not in working condition.me as how you plan to deal with the situation.

I would like to inform you that the engineer was unable to carry out the repair once more because the spare part (type/description/ref) was again not compatible. (I attach copies of the service visit reports.)

I would be grateful if you could send a replacement and refund my postage (state amount).

I will really appreciate your help.

Yours faithfully

Signature