

The Manager
IKEA Tallinn
Vana Narova Lane
Tallinn
10005

10th August 2011

Dear Sir,

On 8th August this year I visited your Tallinn shop and bought a computer cabinet (the "Ikea PS laptop station").

I am very pleased with it on the whole but today the key broke off in the lock while I was turning it - I enclose the broken parts.

I had some difficulty getting the broken part out of the lock, and I am now using the second key.

These keys are obviously of very poor quality and are likely to break again. Could you please send me a few replacements - or better still, a higher quality key and spare?

While you are at it, could you please send me your new catalogue and, if you have a mailing list for sending them out each year, could you please add me to it.

Could you also please send me your Wardrobes, Living Room Storage and Pots & Pans Handbooks?

Yours faithfully,

O. Muru

Oscar Muru (Mr)