**Re-write the business letter below. Start your letter on the next page.**

Mrs. Lucinda Minto, Manager

Bright Star Lighting Store

11 Glendale Ave.

Oshawa, ON L1H 8K9

Monday September 12, 2009

Dear Lucinda;

On August 25, 2009, I bought a floor lamp in your store. Unfortunately, I wasn’t able to use it because it did not work properly. Every time I switched it on, it switched off by itself after about 30 minutes. I took the lamp back to the store but the salesgirl refused to give me my money back. I had a telephone conversation with you about it and you confirmed that your store’s policy is to exchange faulty merchandise rather than refund the money. Unfortunately, the lamp that I want is no longer available at your store. Given these circumstances, I would like to request that you refund my money.

I want to hear from you soon.

Cheers,

Marisa Romer

12345 Yonge Street

Newmarket, ON L2N7N3

September 12, 2009

Lucinda Minto

Store Manager

Bright Star Lighting Store

11 Glendale Avenue

Oshawa, ON L1H 8K9

Dear Ms. Minto:

I am writing to express my concern about the store’s policy and request for a refund.

I purchased a faulty floor lamp in your store on August 25, 2009. However, when I took the lamp back to the store, the salesgirl refused to give me my money back. After confirming with you through the phone call, I understand that your store’s policy is to exchange faulty merchandise rather than refund the money. Unfortunately, I am not able to exchange the lamp as it is no longer available at your store. Given these circumstances, I would like to request a refund of my money.

Please look into this matter and refund my payment of $100 immediately. I look forward to receiving a satisfactory response from you soon.

Sincerely,

Signature

Marisa Romer

Encl: copy of the purchase receipt