8 Kennedy Circle

Sydney

NSW 2010

11

November

,

2015

Customer Services Manager

Evans Electrical Products

7 Swan Street

Sydney

NSW 2011

Subject

: E

asyIron Electric Iron (Model N

o.

2279)

Dear Sir or Madam

:

I wish to express my dissatisfaction with the above iron, which I purchased from

The Electrical Store in

Newtown

on

10

October

,

2015

. On using it for the first time, I

found that the temperature control was faulty; it was not possible to s

et it for any

temperature apart from the highest, for cotton.

When I attempted to return the iron to the store, the cashier said that the store was

unable to replace it or offer me a refund but advised me that it could be sent away

for repair. As I need

an iron on a daily basis, and it was not clear how long a repair

would take, this option was unsatisfactory. As the iron clearly does not function as it

should and therefore does not comply with the legal standards of product quality, I

am writing to you t

o ask for a full refund of the

£

35.99 retail price.

I look forward to hearing from you within the next two weeks.

Yours truly,

Jenny Hawkins