**Dear Sir or Madam,**  
  
*I purchased a brand new Samsung Smartphone from one of your stores.* I was delighted to purchase it but frustrated to find that it stopped working in a few days of use. I am hoping you would replace it with a new one as I am entitled to a two-year replacement warranty.    
  
I purchased a Galaxy Grand Prime Plus mobile phone from your Madison Avenue store on 24th September. The phone worked fine for the first week, but then suddenly froze and stopped working. Since I have a valid replacement warranty, I immediately sent it to your store on Madison Avenue on 2nd October. The customer service representative promises me that the phone will be checked and a new phone will be dispatched to my home address soon. But to my dismay, when I spoke to this person two days ago, I was shocked to discover that the phone has not been checked yet! Because of this, I have been without a smartphone for which I have paid a good amount of money.

As per the contract, I am entitled to get my cell phone replaced.  Therefore, I expect you to ship me a brand new cell phone within a week. Otherwise, I would be forced to seek legal advice.  
  
Thank you in advance for your cooperation and actions.  
  
Yours sincerely,  
  
HueHoang