

Dear Sir/Madam,

I am reaching out to address an issue I encountered with a recent purchase from your store, which I believe requires immediate attention.

Last month, I purchased a Samsung television from your Vallecas store. Unfortunately, upon setting it up, I discovered that the television is defective. Despite my best efforts to troubleshoot the problem following the provided instructions, the issues persist, rendering the television unusable.

I kindly request your assistance in promptly resolving this matter. I would greatly appreciate a replacement with a fully functional unit of the same model or a comparable alternative.

Enclosed, please find the purchase receipt for your reference.

Thank you for your attention to this matter. I eagerly await your prompt response and resolution.

Yours sincerely,

Jesús Lorenzo

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Dear Jesús Lorenzo,

We appreciate you bringing this matter to our attention and apologize for any inconvenience caused by the defective television you purchased from our Vallecas store on last month.

Upon reviewing your case, we understand the importance of resolving this issue promptly. We are committed to ensuring customer satisfaction and would like to offer our assistance in resolving the situation.

To expedite the process, we will arrange for the replacement of your defective Samsung television with a fully functional unit of the same model or a comparable alternative. Our team will contact you within the next 10 days to coordinate the exchange.

Thank you for your understanding and cooperation. We look forward to resolving this matter to your satisfaction.

Warm regards,

David Gutierrez