

From:
Academiei nr.14, 1st district
C.P. 010014, Bucharest, Romania

January 10, 2018

To:
XXXXXX,nr X,
3rd district, Bucharest, Romania

Dear Mr. XXXX,

I am writing this letter to issue a complaint regarding a recent purchase of a product. On December 18 2017, I purchased the Mini blender TEFAL Click & Taste BL142A38, 0.6l 300W, with two speeds from one of your outlets of 209,93RON.

The product has not been working properly and I have found that the grinder blades are not sharp enough to cut through solid materials as carrots and nuts, even though I used the right cap. Moreover, when I use it, the machine becomes very hot in few seconds and have a foul smell. One of the caps also came without a lid. I complaint two times at the shop I bought it from and at the customer service center but no action has been taken up till date.

Although I have shopped many times from your outlet, but have never come across with any such kind of problem. I have enclosed a copy of the bill and I request you to kindly look on the matter and resolve the problem as soon as possible.

Thank you,

Sincerely,
Catalina Leoepa

Enclosure: copy of the bill