

You recently bought a piece of equipment for your kitchen but it did not work. You phoned the shop but no action was taken.

Write a letter to the shop manager. In your letter x describe the problem with the equipment x explain what happened when you phoned the shop x say what you would like the manager to do.

Dear Mr. Jiran,

I am writing to express my dissatisfaction with a blender machine that I purchased from your store and the poor customer service I received afterwards. I am hoping you would replace the faulty product, and improve your customer service as well.

Last week, I purchased a `Black Docker` blender from your store located in the Yas Mall Abu Dhabi. This is not the first time I bought an electronic item from the same store, in fact, the same item I gifted my sister last year. On the very first try, the blender acted abruptly with a usual sound turned off.

Since then, I have been constantly reaching out to the customer service over the phone, but every time there was the same response that a delivery guy will come to pick up the item. I am saying this with a big heart that this has never happened and its now almost a month since my first conversation with a representative over the phone.

My intention in writing this letter is to request you to replace this broken blender of mine with a new one as I have a three-year warranty on this blender. Further, I expect you to kindly check out the servicemen at customers office, because they look terrible in doing their job.

I appreciate your time, and anticipate prompt action from your side.

Yours faithfully,

Asim Khan