**Formal Letter**

(**Sender’s Address**)

404 Paradise

Baker Street

Kondhwa

Pune – 411060

Leave a line

(**Date**)

1 April, 2021

Leave a line

**(Receiver’s Address)**

The Editor

The Times of India

Camp

Pune- 411001

Leave a line

Subject: Leave Request

Leave a line

(**Salutation**)

Dear Sir, / Madam,

Leave a line

Intro Para ……………………………………………………………………………………………………………………………………………………….

Leave a line

Main Body ……………………………………………………………………………………………………………………………………………………

Leave a line

Conclusion

…………………………………………………………………………………………………………………………………………………..

Leave a line

(**Subscription**)

Yours faithfully,

Signature (in cursive handwriting, name + surname)

Himani Verma

[HIMANI VERMA]

**Marking Scheme-**

**Format** - **3 (Marks)**

Sender’s Address – 0.5

Date – 0.5

Receiver’s Address – 0.5

Salutation – 0.5

Subscription –Yours faithfully ( 0.5) + Signature (0.5)

**Content - 2 (Marks)**

**Expression – 5 (Marks)**

***Total Marks 10(Marks)***

**Question**

TP4 Q2b

**Question**

TP4 Q2b

56 Paradise

Indrapuram

Regal Street

Bangalore – 560001

1 April, 2021

The Manager (Customer Care)

Vijay Sales

Commercial Street

Bangalore- 560002

Subject: Complaint against defective washing machine

Dear Sir,

This is with reference to the purchase of a washing machine from your showroom on 22 March, 2021 for Rs. 45000/. The payment was made vide HDFC credit card, bill no 1237453.I am Himani Verma from Indrapuram, Bangalore and I am writing on behalf of my mother to express my dissatisfaction at the malfunctioning of the washing machine that she bought last week.

Kindly note that my mother bought a new ‘BOSCH’ washing machine and now we are facing problems as the machine makes unbearable noise. The timer of the machine is also not accurate and as a result it takes a lot of time to complete a ‘wash cycle’ thus resulting in high electricity consumption. My mother was given an assurance regarding the quality and efficiency of the model on its purchase. However, we are extremely disappointed with the performance of the product.

I hope you understand the gravity of the inconvenience and send a mechanic/service personnel at the earliest to repair the machine. Furthermore, as the machine is still under warranty period, I would expect a replacement of the washing machine if the after sales service is not satisfactory.

I look forward to a favorable response and effective after sales service. Your quick action will be highly appreciated. [Other points as per question: In case of further delay, kindly refund my money.]. [In case of any further delay, I would be forced to address my problem to the consumer court.]

Yours faithfully,

Himani Verma

[HIMANI VERMA]

