123 My Street

Anytown

Allshire

AB1 2CD

Tel 0234 234789

28 September 2019

Steve Trent, Manager

Ultra Cool Electric Products

54 West Street

Anytown

Allshire

ABC 345

Dear Mr Trent

On 25 September I bought a vacuum cleaner, model Ultra Cool ZX3 costing £75, from your shop.

After three weeks the cleaner stopped working. It turns on but does not have any suction power and will not pick anything up.

Please confirm that as the product is under guarantee you will replace it. I will come into your shop on Saturday 2 October to collect the replacement. Before I make the journey to the shop please let me know by telephone if you have another cleaner in stock.

Thank you for your help with this matter.

Yours sincerely

A. N. Customer