Jane Davis

34, Princeton Avenue

New Jersey

15th May 2006.

Mr. Kenneth Andrews

Hyper Market

New Jersey

Ref: Unserviceable Electric Kettle

Dear Mr. Andrews,

I wish to bring to your notice the unserviceable Bingo Electric Kettle I bought from your store on 13th May.  I was assured about the quality of the kettle as well as its functionality.  Unfortunately, today, when I opened the packaging and tried to put it on, I realized that it is a defective piece.

In all the time that I have been your customer I have never had such problems before.  I request you to kindly replace the defective Electric kettle at the earliest.

I am herewith enclosing a copy of the receipt for doing the needful.

Thanking you,

Sincerely,

Jane Davis

Encl: Copy of the Receipt.