Jane Mc Donald

567, Arlington Street

Princeton

New Jersey

23rd March, 2008.

Ms. Emily Davis

Customer Service Manager

All-Purpose Products

New Jersey

Ref: Defective Food Processor

Dear Ms. Davis,

I bought Must-Have Food Processor from your company on 12th March.  The receipt number of the transaction is 12489.  I regret to inform you that it is not functioning properly.  Though the brochure and your salesman had made claims that the jars were made of unbreakable material, I have found some cracks after the first use only.

I have bought various products from you on earlier occasions and this is the first time that I have been so badly let down by your product.  As per my understanding of the Warranty, I am entitled to a full refund, if I am dissatisfied with the product.  Under the circumstances I have no choice but to ask you for a refund of my money.

I am herewith enclosing a copy of the Receipt as well as the Warranty Card.  I request you to kindly take immediate action and initiate the process of refunding my money within one week.

Thanking You,

Sincerely,

Jane McDonald

Encl.: Copies of Receipt and Warranty Card