Mr. Edwin Hasselhoff

555 East Main Street
Spartanburg, South Carolina 29302

November 6, 2010

Mr. Aldrin Baker

Customer Service Representative

Efficient Electronics

Dear Mr. Baker,

I write to you with regard to the quality of the laptop which I purchased from your company at your branch in town.  I bought the laptop which was sold on sale last week.  Despite the item being sold at a lower price, your sales staff at the time, Mr. Joseph McDonald, assured me that the item is still fully functional and has no defects.  I was satisfied with my purchase at the time.

After only a week of use, however, the laptop battery is already starting to malfunction.  I have to keep the laptop connected to an electricity source and thus could not use the equipment outside my home or office.  Since the item has a one year warranty, please replace the laptop immediately.  I have attached the receipt and warranty card for your reference.

Sincerely,

Edwin Hasselfhoff