

8 Kennedy Circle
Sydney
NSW 2010

11 November, 2015

Customer Services Manager
Evans Electrical Products
7 Swan Street
Sydney
NSW 2011

Subject: EasyIron Electric Iron (Model No. 2279)

Dear Sir or Madam:

I wish to express my dissatisfaction with the above iron, which I purchased from The Electrical Store in Newtown on 10 October, 2015. On using it for the first time, I found that the temperature control was faulty; it was not possible to set it for any temperature apart from the highest, for cotton.

When I attempted to return the iron to the store, the cashier said that the store was unable to replace it or offer me a refund but advised me that it could be sent away for repair. As I need an iron on a daily basis, and it was not clear how long a repair would take, this option was unsatisfactory. As the iron clearly does not function as it should and therefore does not comply with the legal standards of product quality, I am writing to you to ask for a full refund of the £35.99 retail price.

I look forward to hearing from you within the next two weeks.

Yours truly,

Jenny Hawkins