

14 Sheringham Avenue
Manor Park
E12 5 PM
23 January 2005

Wendy's Washing Machines
Washing Machine Avenue
Washing City
WC 4PQ

Dear Mrs Wendy

RE: Faulty Washing Machine Complaint

On 15 December 2004, I bought a Washing Machine from your shop in Barking.

Unfortunately, after the second time I used it, it would not spin. Every time I have finished washing, I have to open the door and let all of the water go onto the floor. When I returned to Barking to ask them to take it back, they said that I need to make sure that I have not put too much washing in it. I am sure that I do not overfill my washing machine.

To resolve the problem, I would like you to replace this washing machine with one that works properly within the next two weeks as I now have a lot of washing that needs doing. As Wendy Washing Machines have an excellent reputation I would to keep this brand and trust that you will respond quickly.

I can be contacted at the above address or on my mobile telephone number 077 477 555.

Thank you
Mrs D. Linen