

## Master Sheet 122

### A Response to a Complaint Letter

P.A. Smith  
Customer Support  
XX Electrical Goods  
South Road  
Portsmouth  
PO99 99MN

December 25, 2016

M. O. Anster  
No. 1  
Carsten Close  
Northampton  
NO22 4XZ

Dear Mrs. Anster,

Thank you for your letter dated December 23, 2016, regarding the damaged hairdryer that you returned to us. Your choice of our products is greatly appreciated, and I trust that the product has been all that you could wish for in a hairdryer when you were able to use it.

Your hairdryer has been thoroughly examined by our highly skilled engineers, who found that the casing has cracked (which suggests that it was dropped or struck with a hard object) but the motor still functions.

Thank you for sending us your receipt for the product; unfortunately, we have determined that it is now two months out of our normal warranty period, which negates the possibility of the full refund we offer when a fault has been discovered.

We regret that on this occasion we cannot refund your original cost but, as a gesture of appreciation for choosing our product, we enclose a £15 voucher for you to use toward the purchase of a new hairdryer.

Thank you for contacting us,

Yours sincerely,

P. A. Smith  
Customer Support  
XX Electrical Goods