

ASSIGNMENT:

- 1) Write a letter requesting a repair, refund, or replacement for a product or service you have bought fairly recently. You must get the topic okayed by me.

OR

- 2) Choose one of the cases below. Make up addresses, dates and names when necessary. **Don't copy the wording of the cases.** Put the situation completely in your own words.

A. As owner of a small business (make up a name), you purchased a laser printer (model number 96-1149JN) from Webb Office Machines.

Three weeks after the printer was delivered, you had repeated paper jams. You called the company and a service representative, Mr. Robbie Denning, explained over the phone how you could solve the problem. You thought the printer would now function properly but two days later it began to jam again. You called the company and Mr. Denning came in person the next day. He examined the printer and said the platen was defective. The next day he returned and replaced the platen. However, the problem still was not solved. During the next two weeks you have had to call him four times to fix paper jams. Needless to say, you are very frustrated.

Now he has offered to take the printer to his company for a thorough examination and any necessary repairs. It has become obvious to you that this printer is a "lemon" and you don't want it back. Write to the company and tell them you want a new printer or a full refund immediately.

B. Eighteen months ago, after a burglar broke into your house and stole your stereo and VCR, you had a security system installed by Safety First Alarms. You paid \$2,500 to have the system installed and you pay a \$25 monthly fee for service.

After you had had the system two months, Safety First called you at work to tell you the alarm had just gone off. You rushed home, thinking you had been the victim of another break-in. When you arrived, the police were there (Safety First calls them when their computer shows your alarm has been triggered) and so were several frightened neighbors. Your dog and cat were crouched under the bed, terrorized by the alarm's ear-splitting siren. There was no evidence of any tampering with any of your windows or doors. You apologized to the police for a false alarm and called Safety First. The computer indicated that the problem was in zone 7, the side windows on the first floor of your home. Safety First said that they would test for a short in the wiring, but they found nothing.

Over the next six months, you had two more false alarms and both times the computer indicated the problem was in zone 7. Again, Safety First could find no cause.