

LIST OFICIALNY
LETTERS OF COMPLAINT

Reklamacje

36/13 Elly Street
Cambridge
CB1 2JF

15th June 2005

Kitchen Studio Ltd.
16 Salisbury Villas
Station Road
Cambridge
CB1 2JF

Dear Sirs,

On 10 March 2005 I bought a refrigerator from you for £350 which I paid for with VISA credit card.

The refrigerator does not work properly. It produces quite a loud noise and takes much more electricity than stated in the manual. Moreover, the temperature in one of the freezer shelves never falls below 2°C.

I have had it repaired twice so far but both repairs have not brought positive results. Therefore, I am now claiming a refund of £350 as is my right under the Sale of Goods Act 1979 as amended.

If I do not receive this amount or a reply within the next 14 days, I will be taking the matter further not excluding legal action to recover my refund.

I look forward to hearing from you soon.

Yours faithfully,
Andrzej Cirocki

Ul. Warszawska 36/13
83-300 Kartuzy
woj. pomorskie
Polska

15th June 2005

BSH STORE
14 Shakespeare Street
London
N8 7DT
England

Dear Sirs,

I regret to inform you that the Cooker Hood which was delivered to my flat on 13 June 2005 does not work. It is the second one I have had to return this month.

I bought this hood from BSH Store in London on 10 March 2005. I was careful to follow all the instructions for use but every time I switch on the hood it does not want to start. Nothing works except the green light which is on all the time.

I have always found your products to be excellent but this time I feel bitterly disappointed.

I would be grateful if you would send me either a replacement, covering all delivery expenses or pay me all my money back.

I look forward to hearing from you in the near future.

Yours faithfully,

Andrzej Cirocki

PRZYDATNE ZWROTY

I am writing to inform you that ...

I am writing to advise you of ...

I regret to inform you that ...

I am delighted to inform you that ...

I am writing in connection with ...

I am writing in response to ...

I am writing with regard to ...

I am writing to apologise for ...

Should you require further information,
please do not hesitate to contact me.

I would be happy to provide you with
additional information.