

Address – remember do not use your real address in this piece of writing



3 Heath Court
Keynsham
Bristol
BS31 4TG
3rd April, 2020

Full date



Fanussi Customer Services,
11-16 Flannigan House,
Birmingham,
B111 9FH

Name and address of the person or company you are writing to



Dear Sir/Madam,

If you don't know the person, use Sir / Madam If you know their name, use it.

Re: Performance of the Fanussi Washing Machine

Put what the letter is about here

Introduction with reason for writing



I am writing to you as I am incredibly disappointed with the quality and reliability of the Fanussi washing machine I recently purchased. I had chosen Fanussi as I believed your brand to be reliable, high quality and good value for money. Unfortunately, I have not had a positive experience with my new machine.

Explanation of the problem



Unexpectedly, after using it for less than a week, the machine stopped suddenly in the middle of a wash. I followed the user guide to reset the machine and drain the water inside; however, this did not work. Seeking advice from the store, I was advised to switch the machine off and back on again to reset the programme - again this did not work. On phoning the store once again, I was instructed to contact the Fanussi customer service line.

I telephoned the helpline advertised by Fanussi and was extremely frustrated at the length of time it took to answer my call. In fact, I was kept on hold for a total of twenty-five minutes. Furthermore, the helpline promised my call would be answered promptly within 15 minutes of the call being made; yet again I felt let down by Fanussi.

When my call was finally answered, I was advised that an engineer would be sent out. However, my joy soon disappeared when, to my utter horror, I was informed that it would be at least a week before an engineer would be able to visit. This is clearly unacceptable and I am not prepared to wait this long, so at the very least, I would like you to issue me with a full refund for the machine as soon as possible.

I look forward to a prompt reply as I am sure you would also like to resolve this situation.

Close the letter with what you expect to happen next

Yours faithfully,

Use Yours faithfully with Dear Sir / Madam and Yours sincerely when you have used the name of the person eg. Dear Mr Watkins

Mrs C Brown

Title (Mr Mrs, Ms or Miss) plus initial and surname