

Sample letter

9 November 2011

165 Nealdon Street
Holland Park Qld 4121
Ph: 3264 333

The Manager
SuperBest Quality F & W Pty Ltd
121 Grosvenor Avenue
Chermside Qld 4032

Dear Manager

Re: Complaint about new couch

I bought a new four-seater Missini couch (model number 321) from your Everton Park store on 6 November 2011 for \$1200. I immediately inspected it and found it to be faulty and unusable.

The inner springs underneath one half of the couch are broken and two poke out through the foam and cover. The right front corner of the couch, which is made of timber, is also chipped. When you sit on the couch you can feel the springs through the cushions.

As a regular customer of your store, I'm incredibly disappointed with the quality of this product and the follow-up service I have received from your staff. The couch does not match the standard of the one I was shown on display and cannot be used by my family.

I'm writing to ask you to replace the couch. If this is not possible, I'd ask that your company refund the purchase price, along with the \$40 paid in delivery costs and collect the couch at no cost to me.

It will benefit us both if we can resolve this problem without going to the Queensland Civil and Administrative Tribunal. But if you do not take action and fix the problem by 23 November 2011, I will review my options and consider taking the matter to QCAT.

Yours sincerely

June Willis
June Willis