

Jenny Hawkins  
8 Kennedy Circle  
Newport, RI 02840

November 11, 2010

Customer Services Manager  
Evans Electrical Products  
7 Swan Street  
Leesville, LA 71446

Dear Sir or Madam:

RE: EasyIron Electric Iron (Model no: 2279)

I bought the above iron from The Electrical Store in Newport on October 10, 2010. On using it for the first time, I found that the temperature control was faulty; it was not possible to set it for any temperature apart from the highest (cotton).

When I returned the iron to the store, they said that they were unable to replace it or offer me a refund, but that it could be sent away for repair. As I need an iron on a daily basis, and it was not clear how long the repair would take, this option was unsatisfactory. As the iron clearly does not function as it should and therefore does not comply with the legal standards of product quality, I am writing to you to ask for a full refund of the price (\$35.99).

I look forward to hearing from you within the next two weeks.

Yours faithfully,

Jenny Hawkins (Ms.)