

Patrick Bowles  
12 Scuttle Street  
Fenwick Island, DE 19975

April 7, 2011

Mr. D. Hampton  
Manager  
Sunshine Blinds  
20 Apollo Road  
Fenwick Island, DE 19944

Dear Mr. Hampton,

**Fiesta blackout roller shade**

I am writing to complain about the faulty installation of the above blackout shade to my bedroom window. This was fitted by Mr. Brand from your company on Monday, March 29. That same evening, I discovered the mechanism was not working and that it was impossible to either raise or lower the shade.

I phoned your company the following morning and Mr. Brand returned 3 days later to repair the fault. However, although the shade worked for the first few days after his visit, it then jammed once more. When I phoned again on April 6 to report this fault, I was told that no one would be available to visit me for two weeks.

As I regularly work at nights and this shade is the only means of blocking out daylight, it is vital that it is functioning properly so I can sleep during the day. I therefore would appreciate it if you would ensure that someone returns to replace the shade by the end of the week.

Yours sincerely,

Patrick Bowles (Dr.)