

Jenny Hawkins
8 Dean Close
NEWFORD
NW3 2NY

11 November 2007

Customer Services Manager
Evans Electrical Products
7 Swan Street
Brampton
BR2 1RW

Dear Sir or Madam

RE: EasyIron Electric Iron (Model no: 2279)

I bought the above iron from The Electrical Store in Newford on 10 October 2005. 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 therefore writing to you to ask for a full refund of the price (£35.99).

I look forward to hearing from you within the next fortnight.

Yours faithfully

Jenny Hawkins (Ms)