

**SAMPLE REPAIR LETTER TO BUSINESS**

**Your contact details**

Mr John Citizen  
134 Dirt Road  
Any Town NT 08888

**Date**

12 January 2007

**Business Address**

Ms Susan Smith  
Manager  
Big Whizz Bangs Pty Ltd  
ANY TOWN NT 08665

Dear Ms Smith,

REPAIRS TO BIG WHIZZ BANG 2000

**Change the dates**

On 15 August 2006 I bought a Big Whizz Bang from your company for \$456.99. I have attached a copy of the tax invoice for your information.

Last month a major leak developed associated with the base plate and I delivered the Big Whizz Bang to your store on 11 December 2006 to carry out repairs under the Whizz Bang 5 Year Total Warranty. I have attached a copy of the warranty for your information.

**Description of the problem or events, including reference to previous attempts to resolve the dispute**

Your repair department returned my Whizz Bang on 18 December 2006 and assured me that the leak had been fixed. Unfortunately since that time there has been a continual leak from the same place on the Whizz Bang base plate. I raised this with Mr John Smith from your repair department and he told me that leaks were common with my model and they would never be able to fix it properly.

**Proposed Solution**

Given that the machine is less than 6 months old, I do not accept an inbuilt fault in your product and would like the machine to be replaced with a better model that does not have any faults.

**Contact Number**

I look forward to your response. I can be contacted during business hours on 89 66666 6639

Yours sincerely

John Citizen