From,

Mike Morgan
346, Vine Street
Los Angeles

To,

Jake Paul
Branch Manager
Lucy Stores
Vine Street
Los Angeles

10th July 2019

Dear Mr. Paul,

I purchased a 9 ltr washing machine from your store on 25th June 2019 for $500. I have received a product on 26th of June at my home address and your service support member has completed the setup and installation.

I have started using the machine. On 27th June I realized that the dryer is not working properly. I called your customer support, a technician came, undertook the repair, and guarantee that it will work well now. But the problem persisted.

I have tried contacting the customer support but they are not responding. The product is under a two-year warranty. I request you to kindly look into this matter. Please replace the product at the earliest.

I have attached a purchase receipt and warranty card along with this letter. Please feel free to contact me at xyx@gmail.com

Thanking You

Mike Morgan