7 February 2017

Chris Rewa

89 Rain Crescent

Waterton

Ph 09 9012345

Shiny Secondhand

7 Birch Street

Birch Mall

Pollenson

To the manager of Shiny Secondhand at Birch Mall,

I purchased a 1960’s wood and green velvet three-piece lounge suite from your store for $1390 last month on 14 January 2017. A man named Pat sold the suite to me after I told him I was looking for something unique and sturdy for my sitting room.

A week ago, when my wife and I sat down to watch TV, the back of the sofa detached. When I inspected the sofa in your store, its joints and supports appeared to be in good condition, and Pat assured me it was sturdy. When the sofa broke, I contacted Pat. He came to our home to look at the sofa. He reattached the back with some screws, but two days later the back detached again.

I paid $1390 for the sofa, which was marketed as ‘high quality pre-loved furniture’. I don’t consider a sofa that breaks within one month of purchase to be durable or of acceptable quality. Therefore I am rejecting the sofa and ask for a full refund of $1390. I would also like it collected at your cost. I was not offered a receipt at purchase, so I have attached my bank statement as proof of purchase.

I need to buy a new lounge suite before next month and seek a full refund urgently.

Thank you,

Chris Rewa