28 January 2017

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Superbrand Stone Street

123 Stone Street

Rockville

Pebbles City 6060

To the manager of Superbrand Stone Street,

I am writing regarding the Superbrand kettle I purchased from Superbrand store on Stone Street on 26 January 2017. The kettle isn’t automatically switching off once it has boiled, which makes it unfit for purpose and also a fire safety hazard.

Please see below for details of my purchase. A copy of my receipt is attached.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Item | Date | Store | Salesperson | Purchase price | Payment method | Transaction ID |
| eg, Superbrand kettle in matte stainless | 26.01.17 | Superbrand Central, 185 Stone Street | Bob | $69.90 | Credit card | Receipt number Z1020304 |

As outlined on Consumer Protection ([www.consumerprotection.govt.nz](http://www.consumerprotection.govt.nz/)), products must:

* be of acceptable quality
* be fit for a particular purpose
* match a description or sample
* be a reasonable price if not set beforehand
* arrive on time and in good condition when delivery arranged by the business.

According to the Consumer Guarantees Act, it is my right to seek a resolution from a seller if one of the above guarantees is not met. Therefore, I am writing to request you consider my complaint and respond with a reasonable solution.

My preferred resolution is to exchange the faulty Superbrand kettle for a similar model that functions properly. I would like a response to this letter and a replacement kettle as soon as possible, and no later than 2 February 2017.

Thank you,

Sandra Jones