Fictional example - created only to demonstrate the style of the Standard service

Jamie Carter
22 Example Gardens
Sampletown
ST4 7AB

16 September 2026

Customer Relations
BrightHome Appliances
48 Central Road
Manchester
M1 4AB

Re: Faulty washing machine - Order LR-20817

Dear Customer Relations,

I am writing regarding the washing machine I ordered from you on 18 August 2026, order LR-20817, which was delivered on 21 August 2026. Within four days of delivery the machine began failing to drain properly, leaving water in the drum and making it unusable.

I reported the fault on 26 August and an engineer attended on 30 August. I was told the drain pump was faulty and it was replaced. Unfortunately, the same problem returned on 2 September. A second engineer attended on 5 September and advised that a control-board fault was likely, but no further repair date or replacement has been arranged.

I have now been without a reliably working washing machine for several weeks and have had to make time for two repair visits, neither of which has resolved the problem. I have also contacted customer service twice since the second visit but still do not have a clear timescale for a final resolution.

Given the fault appeared shortly after delivery and the repair attempts have been unsuccessful, I would like you to arrange either a replacement machine of equivalent specification or a full refund. Please confirm which option you can provide and the practical arrangements for collection of the faulty appliance.

I would appreciate a written response within 7 days so that this matter can be brought to a close promptly.

Yours faithfully,

Jamie Carter

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