

11 Maxwell Ave.
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jim.james@webmail.com
March 15, 2024

The Manager
Bargain Centre
55 Newlands Rd.
45456 Brixton

Problems with Ryobi chainsaw purchased from your website

Dear Sir/Madam

With reference to the above the following:

On April 12, 2024 I purchased a Ryobi chainsaw advertised on your website www.bargain-centre.de. It was delivered via DHL on April 20.

I set up the chainsaw and tested it. Everything was fine.

I started cutting down a tree and suddenly the chainsaw stopped working. After I tried unsuccessfully to start the chainsaw, I contacted your service centre. The technician took me step by step through various procedures, to no avail.

I herewith would like to return the chainsaw and have it replaced. Since it is brand new, I do not want it to be repaired. Alternatively I would like a full refund as the machine has a two-year guarantee.

I look forward to your response by return of mail.

Yours Sincerely

Jim James

PS Attached please find a copy of the invoice.