To,

Mr. William John

Customer Care Manager

Ascent Electronics

Atlanta

Date (Date on which letter is written)

From,

Mr. Albert D Costa

18, Park Avenue

Atlanta

Sub: Requesting a refund of my payment

Dear Mr. John,

I want to bring to your kind attention that we have purchased an electronic washing machine from your store two weeks back, and was disappointed with its performance. It didn’t even work for a single day. We have written a request letter for the refund, but to date, we have not got any response. It was a complete dissatisfaction for us.

We have made the payment through cheque and the cheque no. 00981 dated 1st August bank name: Axis Bank. I would be very thankful to you if you could look into the matter as to why this delay has happened and provide our refund at the earliest.

Your promptness in this regard will be highly appreciated.

Thanking you,

Yours sincerely,

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Albert D Costa