​Refund Request Letter

Willard Smith
3806 Jisco West Rd
Jackson, Ohio 45640

DATE
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Worldwide Pan Company
7800 Sana Monica Lane
Beverly Hills, CA 90210

Subject: Defective Pans Refund

To Whom It May Concern:

I bought a pot and pan set with a lifetime warranty from your company at our local department store. Because it has been more than 5 years since I purchased them, the store will no longer take them back. I do have my receipt and the upc from the box.

Most of the pans have fared well, but the main skillet, which gets a lot of use, has not been so lucky. The Teflon lining on the inside of the pan is flaking away and is unsafe to use.

I know that your company doesn’t make these pans anymore, but I would like a refund in the amount of this skillet’s purchase price. Skillets of comparable size and style go for around $40 from your company. I would be happy to either have a new skillet or the money to replace the one that I lost.

​The warranty I have says that either one can be done according to what the manufacture feels necessary. I have sent along pictures of this skillet so that you can see the damage and that it has normal wear and tear on it.

I look forward to a resolution for this matter. I can be reached at 740-980-7899 anytime.

Sincerely,

Willard Smith