​Refund Request Letter

Willard Smith  
3806 Jisco West Rd  
Jackson, Ohio 45640  
  
DATE  
​  
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