

Question: Write a letter to the Manager, Furniture World, Chennai, **complaining about the poor quality of office furniture** you recently purchased from them. Give details of the nature of the complaint, date of purchase, details of an invoice, etc., unused seek immediate repair/ replacement. You are Mr.S. Reddy, Principal, P.S. Public School, Chennai.

Answer:

The Principal,
P.S. Public School,
Chennai-11,
8th April, 200....

The Manager,
Furniture Works,
Chennai- 11,

Subject: Replacement/Repair of office furniture.

Sir, Please refer to my invoice dated 17th March regarding the supply of office furniture in this school. Some of the items were purchased from your ship with a specific request to maintain the best quality and norma the education department. But it is very sad., shocking a wonderous that it items neither maintain the quality nor the requisite standard. The surface of the tables is quite unsmooth and hare. The wooden chair lack polishing and the material used is that of substandard. The lockin system of Godrej Almirah is quite defective and creates troubles. I supply the details of substandard items as under:-

	Ordered	Defective
1. Wooden Chairs (with Arms)	25	10
2. Plastic Tables with iron legs and drawers	15	5
3. Godrej Almirah	3	1
4. Wooden Benches	10	2
5. Small office racks	12	3
6. Armless Chairs (wooden)	20	2
7. Stools (Plastic)	10	3

As the terms of trade have not been fulfilled so the payment will be revoked in case these items are either replaced or repaired within a week. Please send your technician to get the things done.

Thanking you,
Yours faithfully,
Reddy