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Customer Services manager  
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Lampton Road  
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Dear Mrs C Powell,

I am writing to complain about one of your DVDs. I am not very happy with the condition of the DVD after your company, E-Z-BUY, delivered it. I would like an alternative DVD and a full refund.

Last week I bought the DVD Twilight and I opened the case and there were finger marks and scratches all over the disk. I was disgusted to find the DVD in this state and could not believe that I actually had to clean it!

Furthermore, when I finally put the disk in to my DVD player it wouldn't work. I know full well that your disk was the problem as I tried other DVDs and they successfully played. Do you think that this is acceptable?

As previously stated, I expect a full refund and another copy of Twilight. I have been a valuable and loyal customer of your company but will switch suppliers if this matter is not resolved.

Thank you for your time and I look forward to hearing from you.

Yours sincerely,

Laura Cowley