

789 New Street  
Oldtown  
Johannesburg  
2001  
peter@crossley.za

3 June 2019

Mrs Denise Bothersome  
Technical Buzz  
P O Box 03450  
Durban  
4001

Dear Mrs Bothersome

**COMPLAINT REGARDING BUZZ CARD 54321**

I am writing to tell you how unhappy I am with this product. I purchased one from your outlet in Johannesburg on 10 June 2019. It has ceased to work. I have tried to contact your store on the telephone, but nobody answers the phone.

I am enclosing the card and the sales slip with this letter. I would like a full refund. My account details should be on your system.

Please contact me if you have any questions. My number is 011 000 0000.

Yours faithfully

*Peter Crossley*

Peter Crossley