

Dear Sir:

I am writing this letter to describe problems that I have had over the past five months with one of your chainsaws and to request reimbursement for rental charges that I incurred during that time and a new replacement saw.

There were problems with the McCallum Model 311 chainsaw from the very beginning when I bought it on June 1. After checking with your company, I took the saw to a local repair shop, H & H Lawn and Garden, here in Santa Barbara for warranty service. The problem, a misaligned chain assembly, was corrected in one day. About three weeks later, however, I again had problems. I took the saw back to H & H. The repairman there said he would have to order the parts for the carburetor so I left the saw there, expecting it to be ready in about a week.

However, four weeks went by, and H & H was still unable to get the needed parts. At this time, I had an out-of-town project that called for a dependable chainsaw so I rented a saw for a total of \$35. When I returned to Santa Barbara, I found out that the reason for the delay had been that your company had lost H & H's parts order.

As a result of this inconvenience and expense, I am writing you to request reimbursement on the rental charges I paid for a dependable chain saw and a brand new replacement for the chainsaw that I originally bought.

Revised: writer inserts an introductory paragraph that states the purpose of the letter before going into the problem.