

Dear Sir:

On June 1 of this year I purchased a McCallum Model 311 chainsaw from your company. I had difficulties with the saw from the very beginning. 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.

Problem: writer does not establish the purpose of the letter in the first paragraph. That doesn't get stated until the third paragraph.