



# PERFORMDIGI

## Complaint letter regarding rectifying the defect or replace the mobile set.

**Question: You are Navneet of 65m P.K. Road, Mangalore. Recently you bought a mobile phone from 'The Phone Point', 83, Mount Road Mangalore. The phone instrument developed a problem within a month of purchase. Write a letter to the dealer giving details of the nature of the problem and asking him/her to rectify the defect or replace the mobile set.**

**Answer:**

65, P.H. Road  
Mangalore – 93  
26th May, 20xx  
The Manager  
The Phone Point  
83, Mount Road,  
Mangalore – 93

Subject: Complaint letter regarding rectifying the defect or replace the mobile set.

Sir, Please refer to your cash memo number 298 dated 10th April through which I purchased a Nokia set from your shop and made the cash payment accordingly. You praised its durability, stability, and fine functioning. The set provided a very decent service and I recommended my other acquaintances only to use the Nokia sets. But to my utter, surprise, the set has now started creating troubles for one week. I may point out that the display is not functioning properly. Very often the sound becomes inaudible and the whirring sound operates from it. The audio quality seems to be very poor.

In addition to this, the battery has ceased charging and thus the correspondent cannot hear anything being spoken in it. It is strange enough that no number is dialed when I recall a contact entry. As the purchase is within the guarantee period of one year, kindly replace the set or rectify the defects mentioned above. It will help in maintaining the goodwill of the company as well as your defects mentioned above. It will help in maintaining the goodwill of the company as well as your firm. I hope for an early solution in this regard since a mobile set has become an indispensable term for all.

Thanking you,

Yours faithfully,  
Navneet