

**Complaint Letter**

William Ho  
1234 Turnill street  
Richmond, BC V5Z 1T2  
February 18, 2015

Sears Canada  
1234 Garden city  
Richmond,BC B1C 2D3

Attention: Baker Brown, Customer Service Centre

Subject: 71783642710 (S/N 021694C 0C3544) Warranty Claim

Dear Mr. Brown:

I purchased a gas Briggs & Stratton front wheel drive lawnmower (model # 71783642710; Serial number 021694C 0C3544) on July 23, 2014 for my household. The drive assist mower has been a great help for my home by decreasing my time spent mowing and reducing the strain on my back.

I have been a returning shopper at Sears Canada for 20 years and for the past year the lawnmower has been working as promised, but on February 15, 2015, I noticed that the front wheel drive assist had stopped working along with a sizeable crack in the acceleration handle. Without the drive assist, it now takes an hour longer to mow my front and backyard and would like to be reimbursed for my transport costs to the Sears Store.

The warranty covered by Sears Canada that I signed the day of my purchase on July 23, 2015 provides me with a two-year warranty covering both parts and labour. I would like to claim the warranty and have my drive assist system repaired as well as be reimbursed for the cost of gas to drop off the damaged mower. Please contact me if you require any additional information and I hope we can resolve this issue without any problem.

Sincerely,

A handwritten signature in black ink that reads "William Ho". The signature is written in a cursive style with a large, stylized 'H'.

William Ho

**Bad News Business Letter**

1234 Turnill street  
Richmond, BC V5Z 1T2  
February 18, 2015

Mr. William Ho  
Richmond, BC

V3Y 2K4

Attention: Mr. William Ho

RE: 71783642710 (S/N 021694C 0C3544) Warranty Claim

Dear Mr. Ho:

Thank you for contacting us concerning your damaged Craftsman Briggs & Stratton front wheel drive lawn mower. We are sorry that you received a product that does not meet the Sears level of durability and dependability. Sears Canada is committed to bringing our customers the best service we can provide and especially to our loyal returning customers.

The damaged lawnmower has been sent out to our repair center in Surrey and is awaiting repairs. When your lawnmower has been repaired, the nearest Sears location will call to make a pickup appointment. Due to company policy, I am unable to reimburse you for your travel costs, but am able to compensate your trouble with a \$50 dollar store credit.

Please accept our apologies for your lawn care troubles and I trust that the resolution will be satisfactory. If you have any further questions, you can reach us by the following toll free number at 1(888)- 932-1015 or you can call the Richmond Sears store to contact me personally.

Sincerely,

A handwritten signature in black ink that reads "William Ho". The signature is written in a cursive, flowing style.

Baker, Customer Service Sears Canada