

Complaint Letter

Kevin Gonzalez
2329 West Mall
Vancouver, BC V6T 1Z4

November 17th, 2017

Rides Bikes
Michael Hamilton
1441 East 42nd Avenue
Vancouver, BC V4N 2T0

Dear Mr. Hamilton,

Last week on November 10th, I bought a 2017 Raleigh Merit 1 – 54 cm road bike (Serial #L182K12541) from your bike store. While I am pleased with how helpful you and your staff has been making sure I had everything I needed and letting me ride the bike before buying it, I have come across some mechanical problems.

Within a week of riding my bike, my chain repeatedly fell off my gears after shifting up then later the shifters stopped working entirely, and the braking has become moderately unresponsive. Having these problems is inconvenient for me as someone who commutes by cycling and these mechanical problems is a safety risk with unresponsive brakes. With these problems, I'm requesting a full refund of \$749.99 or a bike exchange of the same model.

I'll be bringing in my bike on Monday. If you could look into what happened and provide me with an exchange or full refund at that time, that would be greatly appreciated. Please contact me at kevingonzalez224@gmail.com if you need more information.

Sincerely,



Kevin Gonzalez

Bad News Letter

Rides Bikes
Michael Hamilton
1441 East 42nd Avenue
Vancouver, BC V4N 2T0

November 17th, 2017

Mr. Kevin Gonzalez
2329 West Mall
Vancouver, BC V6T 1Z4

Dear Mr. Gonzalez,

Thank you for bringing up your concerns about your new bike to me. I apologize for the troubles you've had over the past week, especially considering the safety risks and your well-being. I have looked into what happened during your transaction.

Normally before we sell any bike, we take the time to tune-up the bike and make sure all parts are functioning optimally, record the serial number of the tuned-up bike, and approve it for sale. I have spoken with the mechanic working when you were here, and I mistook your bike which was unapproved with another bike he approved of the same model with a similar serial number.

I understand your desire to receive compensation but unfortunately, we are unable to give you a full refund for your bike as all sales are final. We cannot exchange your bike with the same model since we are out of stock of that model. However, when you bring your bike in on Monday or at your earliest convenience, we will exchange all faulty parts and give you free repairs and tune-ups for the next 12 months to ensure that you feel safe while riding and your bike is in top condition.

We feel personally close to every customer we serve and want you to have the best experience while riding your bike. If you have any more concerns, please contact me at 604-8XX-XXXX or email me at mk_hamilton@xxxxxx.com

Sincerely,



Michael Hamilton