

Reply to complaint about bad workmanship

W | S | L

Wycombe Road
Wembley
Middlesex
HA9 6DA

Wembley Shopfitters Ltd.
Telephone: +44 (0)20 8903 2323
Fax: +44 (0)20 8903 2323
Email: plane@wemshop.com

10 July 20—

Mr Keith Bellon
Superbuys Ltd
Superbuy House
Wolverton Road
London SW16 7DN

Dear Mr Bellon

'Superbuys', 443 Halton Road, London SE4 3TN

The damage you described in your letter of 7 July has now been inspected.

The faults in the wiring appear to have been caused by dripping water from the floor above. The electrical contractor, who put the wiring in in February, tells me that the wall was dry at the time he replaced the old wires. However, we will arrange for repairs to be made and seal off that section.

Durafloor is one of the most hardwearing materials of its kind on the market and we were surprised to hear that it had worn away within six months, so we made a close inspection. We noticed that the floor had been cut into and this seems to have been the result of dragging heavy metal boxes across it. The one-year guarantee we offer on our workmanship is against 'normal wear and tear', and the treatment the floor appears to have been subjected to does not come into this category. I am quite willing to arrange for the surface to be replaced, but we will have to charge you for the materials and work involved. If I may, I would like to suggest that you instruct your staff to use trolleys when shifting heavy containers.

I am sorry about the inconvenience you have experienced and will tell the fitters to repair the damage as soon as I have your confirmation that they can begin work.

The floor repairs should not come to more than £890 and the work can be completed in less than a day. Perhaps you could ring me to arrange for a convenient time for the work to be carried out?

Yours sincerely

Peter Lane

Peter Lane
Director

Reg: London 481629
VAT: 314651928

Questions

- 1 What does Mr Lane think caused the faulty wiring, and what does he intend to do about it?
- 2 What does he think caused the problem with the flooring, and what does he say he will do about it?
- 3 How does Mr Lane suggest the damage to the floor can be avoided?
- 4 How long will the repairs to the floor take?
- 5 Which words in the letter have a similar meaning to the following?
 - a looked at
 - b durable
 - c everyday use
 - d moving