

Superbuys

Superbuys Ltd
Superbuy House
Wolverton Road
London
SW16 7DN

Telephone +44 (0)20 8327 1651
Facsimile +44 (0)20 8327 1935
Email k.bellon@superbuys.com
www.superbuys.com

Date: 7th July 20—

Mr P. Lane
Wembley Shopfitters Ltd
Wycombe Road
Wembley
Middlesex HA9 6DA

Dear Mr Lane

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

I am writing to you with reference to the above premises which you refitted last February.

In the past few weeks a number of faults have appeared in the electrical circuits and the flooring which have been particularly dangerous to our customers.

With regard to the electrical faults, we have found that spotlights have either failed to work, or flicker while they are on, and replacing the bulbs has not corrected the fault.

The flooring which you laid shows signs of deterioration, and some areas are worn through to the concrete, creating a hazard to our customers. I would be grateful if you could come and inspect the damage and arrange for repairs within the next week. The matter is urgent as we can be sued if any of our customers are injured. I would also take this opportunity to remind you that you have guaranteed all your fixtures and fittings for one year.

I look forward to hearing from you soon.

Yours sincerely

Keith Bellon

Keith Bellon
Managing Director

Reg. No. 94116 London
VAT No. 516 8410 30

Complaint about bad workmanship

When bad workmanship is involved the customer can only complain as the faults arise, but they should still complain as soon as possible. In earlier correspondence ► pages 23–24 and 59, Superbuys, a supermarket chain, asked Wembley Shopfitters to refit one of their shops. The work was completed, but some months later faults began to appear.