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## CLEANQUEEN REPAIRS

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19200 Balboa Boulevard  
San Fernando, CA 90010  
315-555-1234  
www.CQRepairs.com

November 9, 2015

Mrs. Gloria Hochholter  
1403 Glendale Blvd  
Sylmar, CA 93024


Dear Mrs. Hochholter:

Your choice of using our laundry product is a wise decision. The product you chose has an excellent durability and great consumer ratings. Our company strives to give our customers good quality of service.

Thank you for submitting your service request. Your request to replace the damaged washing machine has been checked. The technicians that performed the in-home service inspection found the following:

- The washing machine's motor was burned out.
- The washing machine was not connected to a proper electrical outlet. The technician found that the machine was plugged into a 15 amp circuit instead of a 20 amp circuit.
- The washing machine's tub basket support has cracks indicating that it was used to wash heavy rugs.
- The washing machine has traces of water leakage caused by burst water supply hoses at the rear faucet that contributed to the motor short-circuiting.

I regret to say that we cannot replace your machine free of charge as you requested because of these reasons. Although we cannot provide you with a replacement, we can repair your machine cheaper than the current market. You may also purchase a refurbished washing machine from us for just \$249 plus delivery and installation fees. Alternatively, you can purchase a new machine instead which we would gladly give you a 15% discount. The new machine we are offering will have a larger tub capacity which would give you the ability to do less loads and less time spent doing laundry. If you chose to, you may also transfer your Peace of Mind service plan transferred to the new machine along with the installation service of our expert technicians who can advise you on proper usage.



Please feel free to call us anytime if you have more question. If you would like to order the new machine, we invite you to visit our store to view the products at your earliest convenience. I'm sure you will find our laundry product to be durable and innovative. We are glad to serve you and hope to continue to do so in the future.

Sincerely,

*Froilan Ebetuer*

Froilan Ebetuer

Customer Account Manager

[froilan@cq.com](mailto:froilan@cq.com) | (315) 555-1234