

Mr. R. Wilson,  
18 Villa Heights,  
High Street,  
Chippenham,  
CH5 2HS

Fanussi Customer Services,  
Fanussi Headquarters,  
11-16 Flannigan House,  
Birmingham,  
BH11 9FH

27<sup>th</sup> January 2012

Dear Sir/Madam,

**Receipt No: 90483655 Fanussi 'Spin Speed 2000' Washing Machine**

I am writing to you as I am incredibly disappointed with the quality and reliability of the Fanussi washing machine I purchased recently. I chose Fanussi as I had been reassured that your brand was reliable, high quality and good value for money. Unfortunately, I have not had a positive experience with my new product; the reference number and model is listed above to confirm my purchase.

Unexpectedly after using it for one week the Fanussi machine; which was advertised as your best machine yet, stopped suddenly in the middle of a wash. I followed the user guide that was included to reset the machine and drain the water inside – this did not work. Seeking advice from the store I bought it from I was advised to turn the machine off and back on again to reset the programme – again this did not work. On phoning the store again I was advised to contact the Fanussi customer service line.

I telephoned the helpline advertised by Fanussi on your website and in the booklet that accompanied my machine and was extraordinarily frustrated at the length of time it took to answer my call. I was kept waiting for 25 minutes on a call that I was paying for. This was shockingly inconvenient considering the situation I was in. More to the point the helpline I phoned said my call would be answered promptly within 15 minutes of the call being made. Yet again I felt let down by Fanussi. A brand I had paid money to trust.

My call was finally answered. In yet another increasingly disappointed effort I felt I was let down by Fanussi; again. I was advised that an engineer would be sent out. For a moment I was positively exuberant at the thought that this saga would finally come to an end; as you would imagine. In what I can only refer to as an incompetent gesture, you; Fanussi, advised me that the engineer would be with me after a week. I am no longer prepared to wait.

I am now no longer confident in the Fanussi brand. I feel I have been intolerably let down. I have paid good money for a washing machine that I cannot use and that I have wasted my time trying to find a resolution. This was a new machine that I paid over £300 pounds for. This is money I cannot afford to lose. I need a new machine. Considering the whole situation I require a full refund with additional compensation for the time and clothes I have lost.

I look forward to hearing a prompt reply as I'm sure you would like to resolve this situation to secure the Fanussi name.

Yours faithfully  
Robert Wilson