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| P. S. Road, |
| Nam Nang, Gangtok, |
| Sikkim – 737101 |
|  |
| 30 April 2020 |
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| Mr Kaushik Choudhary, |
| Customer Service Manager, |
| Sama Home Appliances Pvt Ltd, |
| Gangtok, Sikkim. |
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| Subject: Sama Electronic Iron (heating issues) |
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| Dear Sir, |
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| I am writing to you to express dissatisfaction with the product  |
| mentioned above. I bought it at your shop yesterday. Unfortunately,  |
| when I brought it home it turned out that despite the fact that I was  |
| very careful to follow all the instruction for use, it didn’t work  |
| properly. |
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| I chose this **Black and Decker Steam** Iron because it has many functions  |
| and features such as nonstick soleplate and automatic shut-off after 10 |
| minutes disuse, which are very important for me. Your advertisement |
| claimed that this model can be used as a vertical steamer, but when I |
| tried to use this feature instead of steam only drops of hot water  |
| flowed from the holes on the soleplate. I think the water container has |
| leak that makes this electrical appliance very dangerous. Lastly, the iron |
| automatically shuts off after about half a minute disuse, that is very |
| annoying. |
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| I am sure that you will understand my dissatisfaction with this Black  |
| and Decker iron. So I would like to replace my new appliance by  |
| another one with similar functionality. If possible, I would prefer |
| another brand. If not, I would like to have all my money refunded. |
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| I look forward to receiving your reply soon. |
|  |
| Yours faithfully |
| N Kipgen |