

# Bad news message

[Linguistics](#), [English](#)



Street Address Street Zip [Recipient [Company [Street Address] Dear Recipient First of all, we thank you for the letter you sent on May 5th. We were very sorry to hear that your hair dryer you bought from our store 4 years ago stopped working when your youngest daughter who is 8 years old while attempting to use the hair dryer without the supervision of an adult, dropped it in a bucket of water. Looking at the product details we found out that the warranty of your hair dryer expired a year ago. The company does not cover any damage to the products once the warranty has expired. Apart from that as your hair dryer stopped working as it fell in a bucket of water when a child was attempting to use it unsupervised, it is considered as a personal irresponsibility and the warranty does not cover damage to the products due to personal irresponsibility. So unfortunately, your request regarding the refund or replacement of the hair dryer you purchased cannot be entertained for the following reasons:

The store offers three years warranty on all products to every customer. Upon expiration the warranty can't be used, as stated in the user manual provided.

Your hair dryer broke a year after the warranty expired, after three years of usage, for which you are requesting a replacement or refund.

You also mentioned that your hair dryer stopped working when it fell into a bucket of water when it was being used by your 9 year old daughter.

We have mentioned this in the manual as well as informed you at the time of the purchase that the warranty does not cover any damage caused due to personal carelessness and accidents.

We do not provide refund or exchange on the basis of such mishaps which

cause the hair dryer to stop working according to the clause 18 present in the 4th paragraph of page 17.

We cannot refund or replace your hair dryer, as the warranty has expired and the company does not cover any damage to the products after the expiration of the warranty.

Our company's technicians, however, will be more than happy to repair your hair dryer but there will be service charges applicable and answer any queries regarding its maintenance. We assure you that our technicians would be able to repair your hair dryer and make it reusable in no time, as we are here for your service.

If you are interested in getting your hair dryer repaired then contact at us at our repair centre and let us know. If you are aware of someone else having similar problems with their products, please recommend us to them as we will be more than happy to help them out.

We are happy to be of service. Please call our toll free help line or visit our website for further information. Feedback from our customers is always appreciated.

Sincerely,

Your Name