



CUSTOMER COMPLAINT EMAIL FOR FAULTY APPLIANCE

Subject: Request for Refund on Faulty Appliance - Order # [Your Order Number]

To Trendie Team,

I am writing to express my dissatisfaction with a product I purchased from your store 14 months ago. The appliance in question, a Air Fryer model GX, has unfortunately developed a fault that renders it unusable, despite being just over a year since its purchase.

I have reviewed your refund policy, which states that products over a year old are not eligible for a refund. However, I would like to challenge this policy based on the following points:

- 1. Durability Expectations:** Given the nature and price of the appliance, I had a reasonable expectation that it would last significantly longer than a year. The early failure of this product suggests it may have been faulty or of unsatisfactory quality from the outset.
- 2. Consumer Rights:** Under the Australian Consumer Law, consumers are entitled to a remedy if a product does not meet the acceptable quality standard, which includes durability. Given that the appliance has failed within what could be considered a reasonable lifespan for such a product, I believe I am entitled to a refund or replacement.
- 3. Precedent of Defects:** I have discovered through various reviews and forums that other customers have experienced similar issues with this appliance, indicating a potential inherent fault with this product line.

In light of these factors, I am requesting a full refund for this appliance, or alternatively, a replacement with a similar product that meets the quality standards expected. Please let me know how you would like to proceed with this matter. I have attached the receipt and photos of the faulty appliance for your reference.

I look forward to resolving this issue promptly. Please respond within the next 14 days to avoid further action. Thank you for your attention to this matter.

Sincerely,

Kyle Rogers
Customer