

I bought the shoes in the sales at the beginning of January. After just a few days I noticed that the stitching had come undone at the side of one of the shoes, leaving a hole between the sole and the upper. When I took the shoes back to the shop I was told that you don't give refunds on sale goods.

Yours faithfully,
Sarah Smith

I'm writing to complain about the enclosed shoes, which I bought from your high street shop in Gloucester.

This situation is obviously unacceptable. I contacted the consumer rights office and was assured that all shops are legally responsible for the quality of all goods that they sell, including sales items. I would therefore like you to refund the cost of the shoes. Please find attached a copy of the receipt. I would also like to suggest that you make your sales staff more aware of their obligations to customers.

Dear Sir or Madam,

I look forward to hearing from you soon.