The Pen Suppliers Shop

Other Road

Cardiff

Wales

WA14 2QS

Add today’s date in here

*Dear* Sir or Madam,

Our school is normaly delighted with the whole range of products that your shop offers. Unfortunately we have encountered a number of issues recently that have called your good name and reputation into question. Firrsly my colleague was using one of your ‘spiral’ pens but it suddently suirted ink

 all over her wrok. Secondly I was unlucky enough to have one of the pens in my top pocked. When I bent over for my morning coffee, the entire thing proceeded to leaak all over my best jacket and into my coffee!

**Some might say there incidents were our own silly faults, but you could not be further from the trufh - *my pen fell in my coffee because the belt clip failed*. I found the clip floating at the top of my coffee. Similarly, my colleague was merely using a pen for ordinary work and it left ink everywhere.**

*In my opinion, these events are the result of shoddy workmanship that needs to be fixed. In my own personal experience, I feel bout my colleage and I need be be compensated for the ridiculous troboule we have been through.*

I do appreciate that this is entirely out of character for your company, and really do hope that these experiences will be the exception to the rule.

Yours faithfully,

N. E. Other