

Introduction:

The given mail thread is part of a conversation between a *disappointed & annoyed* client and the technical support. You need to read the given mails and identify the structure and phrases that have been used by the authors and write a follow-up mail responding to the client. Please ensure that you follow the structure and phrases from previous discussions on formal email writing.

To : cgayatri@ghtmail.com

From: padma@ascimail.com

Subject: Product and Customer Service Complaint.

Dear GHT:

I am writing to you to express my dissatisfaction with your services. I recently purchased a mid-range GHT Laptop from your Evolve series with the model number A6Q00VA34M. After using it for two weeks, I noticed that certain alphabet keys register no response. In the course of another week, the speakers play with excessive sound distortion and that the inbuilt wi-fi hotspot is not receiving signals from the router.

Upon taking the device to the customer service center I was informed that none of these issues will be covered by the warranty as, they alleged, that the damage is deliberate so the company has no liability to fix or replace my device without payment. They said that the entire motherboard will have to be replaced and after quoting an exorbitant and unreasonable amount that I refused to pay, they rudely sent me away.

I find that this behavior is unacceptable from a reputed company like yours that promotes its products by highlighting its commitment to quality and durability. Further, the treatment that I received at your customer service centre indicates the callous neglect with which your customers are treated.

I request that my mail be processed through the right channels to either repair or replace this defective laptop immediately. I will otherwise be forced to take this matter to the consumer court.

Yours Sincerely

Padma Duraiswamy

Ass. Professor | ASCI

Ph no: 9876756454 | Email: padma@ascimail.com

To: padma@ascimail.com

From: cgayatri@ghtmail.com

Subject: Re: Product and Customer Service Complaint

Dear Ma'am,

First of all, many thanks for choosing our range of laptops that have been designed keeping in mind our customers' specific needs.

We are deeply sorry that your experience with us has been less than satisfactory. Before we process and register your complaints, our engineer needs to ask you a few questions.

Firstly, could you specify the nature of your problem more clearly: When did you first notice the lack of relay response from your keys, is it possible that this is caused by lack of attention to the keys? Sometimes keys stop responding when something gets lodged or is dropped into the laptop. If this could be the case, you could clean the keyboard using either a soft cloth or laptop vacuum. If you are not able to figure out the issue, I would recommend that you could, if urgent, use a USB keyboard and finish any important tasks. Sometimes, the issue could be linked to either the driver or defects in the product itself.

As to your more important concern, we are extremely sorry for our staff's behavior and we would recommend that you take the product to another centre in the city which is located in Begumpet, where we assure you, you'd be received cordially.

Kindly do not hesitate to write to us for any further inquiries. We are delighted to serve you.

Yours Sincerely

Gayatri Chandana

Ass. Logistics and Support | GHT

Phone: 9822123456 | Email: cgayatri@ghtmail.com

To : cgayatri@ghtmail.com

From: padma@ascimail.com

Subject: Re: Re: Product and Customer Service Complaint.

Dear GHT:

Thank you for your swift response.

Subsequent to your reply, I have taken my laptop to your service centre in Begumpet and it has been successfully repaired. I was informed that my keyboard needs to be replaced but they have still not been able to find any defect with the speakers or the wi-fi.

I was informed that the network connection could be disrupted due to the incompatibility between the router and the laptop, but as far as I understand it, I have been using this wi-fi connection for some time now and have no such concerns. The audio quality on my speakers has been slowly degrading and now I can barely hear anything except distortion. The set refuses to play on high volume and even the slightest rise can lead to heavy distorted sound. The centre has refused to change the speakers as it no longer has a warranty seal; I had previously attempted to repair them on my own, only to find that the defect was in manufacturing.

Kindly look into these issues and suggest the needful.

Yours Faithfully

Padma Duraiswamy

Ass. Professor | ASCI

Ph no: 9876756454 | Email: padma@ascimail.com

Instructions

Now write to the client suggesting the possible issues and solutions for the wi-fi or the speakers (the issues could be either in the hardware, software or both). Keeping these above phrases in mind, jog your memory for more!