Dear Sir/Madam

I am writing further to my recent conversation with your offices, when I was requested to write to yourselves detailing my dilemma.

Three years ago I purchased a DVD player from you. As this is satellite and cable compatible I didn’t feel that such a reputable make of video would defect during its standard three year warranty period, however I purchased an extra two year’s warranty - just to be on the safe side.

Early in July of this year the unit started to reject discs, and so I purchased a lens cleaner to try to alleviate this problem. The problem still persisted.

I subsequently took the unit to a branch of Tech Menders Limited for further inspection, who reported the following:

*As the disc loading mechanism is extremely worn and the alignment heads are out, the unit requires a disc assembly - to the cost of* ***£87.60****.*

I do not feel that such a reputable DVD player as this top range model should defect so drastically in such a short period time - especially as it is used solely for domestic use.

I feel aggrieved at paying such a high fee to rectify the problem with this machine when I have paid for additional warranty to cover myself against such occurrences. I understand that the additional warranty that I purchased is nothing to do with your company. However I do feel that some sort of compensation is in order, and would like to hear your comments as I am anxious to learn whether you have experienced similar faults with other DVD players.

I have enclosed a copy of the estimate for the repair of the unit and would be happy to supply a copy of the service report and any further information that you may require.

In the meantime I look forward to hearing from you and thank you for the time and courtesy afforded to me when I spoke to you offices recently.

Yours faithfully

Phil T Parts