

\_/\_/\_

Letter

Dear Sir or Madam,

I am writing this letter to express my dissatisfaction for the <sup>quality of</sup> wi-fi router I purchased from your store in New Delhi on 3<sup>rd</sup> September 2021.

After installing the wi-fi device at my home it started normally and got connected to the internet. Soon after, it got turned off abruptly and all my devices got disconnected. For a moment, I thought it is due to power fluctuation but it continued to turn on and off oftenly.

I work for an information technology firm and require full time connectivity to ~~at~~ the internet. However, ~~due to the faulty device~~ I am finding it very difficult to carry out my daily work. ~~due to~~ this faulty device. ~~At~~ Yesterday, I was not able to attend a ~~the~~ client meeting because of the internet connectivity issue which led to my escalation at my office.

/ /

I would like you to send a technician at my place and get this <sup>router</sup> replaced by a fresh device. If replacement is not possible then I want a loaner wifi router till the current device get repaired.

I am looking forward to your quick response and action.

Yours faithfully,  
Akshay Kumar Sharma