Mr John Bashford

Pure Water Systems

PO Box 685, Burleigh Heads, Qld. 4220

8th April, 2015

Dear Sir,

Re: Reinbursement of the charge to replace the water filter faucet

I am writing this letter to you in the expectation that your company will refund the excessive and unjust charge for replacing my faucet.

On the 10th March, your company contacted us to replace the filter in our filtered water system. At the time, my husband requested that your tradesman ensure that he did not leave the faucet dripping as this has happened the last 3 times your campany has replaced the filter. Each time, we have had the inconvenience of phoning your company and then waiting for a plumber to come back and fix the dripping tap. The tap was not dripping before your tradesman came to replace the filter.

Unfortunately, despite my husband asking your tradesman to ensure the tap was not left dripping, he did again leave the tap dripping. I was annoyed that I had to ring your campany again and then wait at home for a trademan to come.

I was even more annoyed when the tradesman said that the only way to fix the tap was to replace it at a cost of $99!! I paid the tradesman, as I could no longer stand the dripping tap. However, as the tap was in perfect order and not dripping before your trademan came to replace the filter, I believe that I should not have to pay this exorbitant amount to simply have a tap that does not drip.

I am asking that you consider this matter and re-inburse me the money I have paid to your company. It is the only fair thing to do in my opinion.

I look forward to cheque in the mail from you!

Yours faithfully,

(Mrs Tricia McCarthy)