Gayle Sheridan

56 Park Road

Blockley

Glos. GL56 9BZ

ENGLAND.

6th December 2016.

The Manager

Briscoes (NZ) Ltd

421-435 Hastings St,

Napier South

Napier 4110

New Zealand

Dear Sir/Madam

On Tuesday 29 November I brought a Flight suitcase from your store for my trip to the UK. I am attaching documentation that shows this suitcase was normally $299.99 but on special for $179.99. I assumed that this would be a good quality suitcase given the price and the 12 month warranty. However I am very annoyed to say that is not the situation.

Fortunately my baggage was only checked through to Auckland from Napier and I then had to collect and take over to the international terminal to check it for my onward flight to London. When the suitcase came though the domestic baggage carousel it was open because the zip was broken. Not impressed, however I was able to use the second zip and a belt to secure the suitcase for the onward flight.

The problem is that the end of the zipper closest to the body of the case is damaged and this impedes the zippers from working. I have attached a photo showing this. The suitcase is faulty and I will not be able to use this for my return trip in 2017. It is therefore impossible for me to return the suitcase to your store.

I would therefore request that you arrange a refund of the cost of the suitcase to my Amex credit card, which was used to pay for the item. The card number is 3774 451300 71014 in the name of Gayle A. Sheridan, expiry date is 10/21.

If you need further information please contact my husband, who will be posting you this documentation – Lionel Sheridan, phone 877 2315.

Yours faithfully

GA Sheridan

Gayle Sheridan