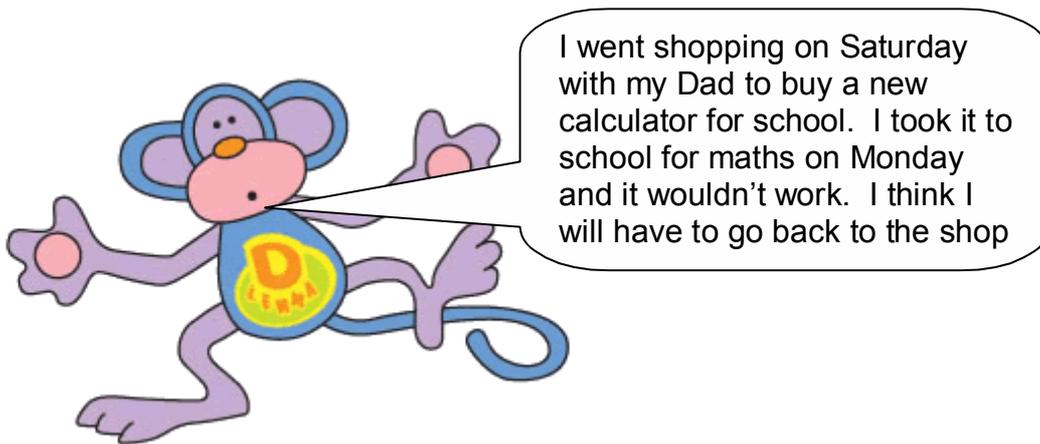


Di Lemma makes a complaint



Di Lemma and his Dad had spent ages in a shop in the town centre looking for just the right calculator for school on Monday. It was a new term and Di Lemma was going to be studying in a harder maths class, so he needed a more complicated calculator. They finally found the one that Di Lemma wanted. It was silver with a separate blue case. Di Lemma was going to be so proud when he went into school on Monday morning and he could show everyone in his class his new calculator.

Monday morning came and Di Lemma was really looking forward to his maths class, at 11 o'clock. He hurried to the class and found a good spot to sit at the front of the class. Mr Popple the maths teacher said "can everyone please get out their pens, work books and calculators." Di Lemma took his calculator out of his bag really carefully and placed it on the desk. The teacher started the class and after about 10 minutes it was time to do a sum on the new calculator. Di Lemma tried to switch it on and it came on for about a second and then it faded out and he could not turn it on again. Di Lemma was so disappointed!!!

When school finished Di Lemma walked home. On his route he went straight past the shop he bought the calculator from. Di Lemma had the receipt tucked in the back of the calculator case so he could prove he had bought the calculator in this shop. Di Lemma decided to go into the shop. Di Lemma approached a shop assistant. He told the lady exactly what had happened. She took the calculator and looked at it, and said "there is nothing wrong with this, you must have dropped it." Di Lemma said "I didn't I only tried to turn it on" the lady wouldn't listen and told Di Lemma he must have done it. Di Lemma left the shop really upset.

When he got home Di Lemma told his mum and dad what had happened. Di Lemma's mum said "they can't do that, you have certain rights you know." Di Lemma's mum explained to him that every time anybody buys something, this

means they are a consumer and as a consumer everybody has rights. She explained that goods must not be sold which are faulty or broken and if they are, the shop must do something to make it right. The shop must offer to give Di Lemma a repair, replacement or his money back.

Di Lemma's mum helped him to write a letter to the shop. Di Lemma addressed it to the manager and he explained the problem he had with the calculator and that the lady in the shop would not help him. Di Lemma asked that the manager put the situation right. He sent the letter off first class and waited.

Di Lemma eagerly checked the post each morning for three mornings. On the fourth morning he met the postman on the drive way. The postman had a parcel addressed to Di Lemma. Di Lemma took the parcel and thanked the postman. He ran inside and called for his mum and dad. Di Lemma ripped the brown paper from the package and inside was brand new calculator and a letter.

The letter said;

Dear Di Lemma

Thank you for you letter, I was really sorry to hear that the calculator you bought was broken. I have enclosed a new one for you, which I hope you enjoy using.

I must also say sorry for the treatment you received from a member of staff. I have made sure that all staff are aware of their responsibilities. I have told all staff that if we sell items and they turn out to be faulty, we have to provide a repair, a new one or a consumer's money back. The only time we do not do this is when the person does not have a receipt or the damage is caused by the consumer themselves. This is obviously not the case for you.

Again I do hope you enjoy using your calculator. Please contact me if you have any other problems or questions.

Yours sincerely

Mr Manager

Di Lemma was so pleased he took his calculator to school that day and used it all through his maths class. Mr Popple walked passed him when he was hard at work. "Nice calculator Di Lemma" he said. Di Lemma was so pleased.

Di Lemma says bye for now, but before you go can you help him fill in the gaps on the letter he sent to the shop below. Fit the words below into the letter

**Calculator
Receipt
Broken
Money**

**Maths
Consumer
Responsibility**

Dear Mr Manager

I have just bought a from your shop. The day after I bought it, I took it to school to use it in my.....class. When I turned it on, it came on for about 5 seconds and then faded. After that it would not switch on again.

That day I came to your shop, I spoke to a lady in a shop uniform. I explained the problem and I showed her my which I had tucked in the calculator case.

The lady would not help me. She told me I had..... it. I had not; all I did was turn it on.

I left your shop and went home, where my mum told me that everyone who buys something is a and all consumers have rights when they buy goods. All traders have responsibilities when they sell goods. It is your to sell goods that are not broken or faulty.

My calculator is faulty and I would like you to fix it, replace it or give me myback.

I hope to hear from you soon

From

Di Lemma