



[Redacted]



Dear Mr [Redacted]

Thank you for your letter received at our Office on the 30th December.

I am sorry to note the problems you have experienced with your purchase of LED lights from our Cumbernauld Store. I wish to assure you that Halfords prides itself on offering a range of high quality products and services, which undergo stringent checks and any concerns expressed by our customers are treated very seriously.

Halfords have at least a twelve-month guarantee on all their products against manufacturing or material defects. There can be occasions when a product will fail within this period due to excessive wear and tear or misuse. An exchange would not be provided in this instance.

We would, however, expect these bulbs to have lasted longer than two months and I am sorry to note that our Cumbernauld Store would not provide an exchange.

Please return the bulbs to the Store with a copy of this letter as authorisation of an exchange or refund.

I appreciate you taking the time to highlight this problem and I hope it hasn't deterred you from shopping with us again. It is only through feedback from our customers that we are able to identify areas where we are falling short of our customers' expectations and can redress them.

Please accept my apologies for any inconvenience caused.

Yours sincerely

Margaret Davidson
Customer Services Advisor

