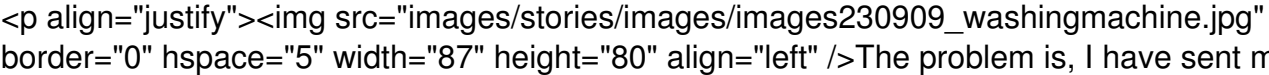


## Complaints - Washing Machine

Written by Administrator

Wednesday, 23 September 2009 10:58 - Last Updated Wednesday, 23 September 2009 11:05

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The problem is, I have sent my washing machine for repair on 15/6/2009 and I have paid RM 255.00 to them to change the spare parts. Until today whenever I call the company the reply I get is waiting for the spare parts. It's going to be almost 3 months. Yesterday I call the electric shop again told at least returned my money and machine. The reply I got is can returned machine but can't refund the money. I told them, in this case I will make a police report, and they not bother at all.

**NCCC Advise to consumers :** In the event anyone faced a similar situation our advised will following;

- Make a written complaint to the relevant organization avoid oral communications and cc to the responsible parties so that others can monitor the progress of the case.
- Send a complaint to us " include any attachment which is relevant, illustrate your complaint in the chronological manner so that any authorities can understand the facts clearly.

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