Mr Jaehoon Kwon

President

Samsung Electronics Australia Pty Ltd

3 Murray Rose Avenue

Sydney Olympic Park NSW 2127

Dear Sir

**Your recall of my Washing Machine and request for refund**

I purchased my top loader washing machine, Model Code [number], Serial Number [number], from [place of purchase] on [date] for $[purchase price] including GST.

*On [date] your Product Safety Hotline (1800 239 655) confirmed that my washing machine is the subject of your recall. The Samsung reference number provided to me during this conversation is [reference number].*

I note that Samsung has stated publicly that “the models would be reworked, replaced or refunded completely”[[1]](#footnote-1).

I would like to exercise my rights under the Australian Consumer Law to have the cost of my washing machine refunded.

Could you please respond to this request within 7 days in order to arrange for the payment of my refund and if you require it, the collection of the washing machine at your cost. I can be contacted at:

[name]

[postal address]

[phone]

[email]

I look forward to hearing from you.

Yours faithfully,

[Name]

1. “Thousands of recalled Samsung washing machines still in use and pose 'urgent' fire danger” by Thuy Ong, Posted 30 May 2015, 8:58am <http://www.abc.net.au/news/2015-05-30/recalled-samsung-washing-machines-still-pose-fire-danger/6508442> [↑](#footnote-ref-1)