



See-chin FAN

To

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2010/09/16 16:50

cc

bcc

Subject (HKSARG: Special Duties Div.) Fw: (i) Bad quality of "ESKO"
(T.M. of shoes) (ii) Worse Service Quality of one Tsuen Wan
Shoe Shop

Urgent Return receipt Sign Encrypt

-- 2010年8月19日 星期四, See-chin FAN <fanseechin2nd@yahoo.com.hk> 寫道:

寄件人: See-chin FAN

主題: (i) Bad quality of "ESKO" (T.M. of shoes) (ii) Worse Service Quality of one Tsuen Wan Shoe Shop

收件人: "Mr & Mrs Chiu Wai-lin Fan See-chin"

日期: 2010年8月19日,星期四,下午4:36

Dear Sir/ Madam,

I. Best wishes to you and your colleagues.

- II. 1. On 24. July. '2010, my 56th Birthday, I went to one shoe shop, in Chuen Lung Street, Tsuen Wan, N.T. with my wife to buy 2 pairs of "ESKO" (Shoe Brand) (My wife's shoes cost HKD 269.00).
2. The quality of my pair of shoe (Unit Price: HKD 399.00) is not O.K. I tested them two times while walking outdoor and indoor. They were not anti-slip when I walked on wet floor.
3. I had dialled three times to the above-said Company instantly. The Manager, Ms Lui replied as follows:
- (i) Your shoes (ESKO) are of no problem;
 - (ii) Would you please accept our gift? or
 - (iii) You can go to the Consumer Council. (I had a bad experience with the Consumer Council!)
 - (iv) There would be no refunded and the shoes are non-returnable.
4. One year ago, my wife bought 3 pairs of sportwears from the above-said shop and I also bought 1 pair of "ESKO" shoe that they are no problems.
- III. 1. I am studying an English course called "Module Certificate in Workplace (I).
2. I took three Name Cards of District Officers, J.P., Home Affairs Dept. Home Affairs Bureau, HKSARG, PRC.

3. Usually I bring the Region Emblem of the HKSAR in my handbag to remind me of being as a good citizen.

With best regards,

(Mr FAN See-chin).