Crumb & Co
12 Mill Lane
Hartfield
HF4 2QT

2 May 2025

Customer Services
Kilnmore Ovens Ltd
Unit 7, Ferrow Industrial Estate
Hartfield
HF9 1BD

Your order reference: KO-30418

Dear Sir or Madam,

Complaint: faulty Kilnmore K40 deck oven

I am writing as the owner of Crumb & Co about the commercial deck oven we bought from you.

On 3 April 2025 we bought a Kilnmore K40 deck oven for £4,800. Your engineer installed it at our premises on 8 April 2025.

Since 22 April 2025 the oven has repeatedly cut out part way through a bake. This happened on six separate days between 22 and 29 April. Each time, the display showed error code E7 and the batch in the oven could not be sold. I reported the fault to your service line on 23 April and your engineer inspected the oven on 25 April, but the fault has continued since.

The oven is our only commercial oven, so we were unable to fulfil our wholesale orders for the week beginning 28 April. We have records of the orders affected and can provide them.

We would like you to replace the oven with a working model of the same specification. If a replacement is not possible, we would like a full refund of the purchase price.

Please confirm in writing by 16 May 2025 how you intend to resolve this.

If we have not heard from you by that date, we will seek independent advice about our options, including recovering the value of the orders we have lost.

Yours faithfully,

Jo Harding
Owner, Crumb & Co

Demonstration material. All names, businesses, addresses and events in this letter are invented.