

Farberware Products  
c/o Lifetime Brands, Inc.  
Customer Service Department  
P.O. Box 9750  
Trenton, NJ 08650-1750

November 21, 2011

Dear Farberware Products/Lifetime Brands:

I am writing in regards to a corkscrew [enclosed] which I purchased very recently at a nearby chain store. I was in the process of trying to open a delicious bottle of wine when the actual corkscrew detached from the main housing, leaving the corkscrew lodged in the cork: alone, confused, and pitifully naked.

Ordinarily, I would cut my losses and purchase a new [non-Farberware] corkscrew without a second thought. However, this was only the third time I had put this particular corkscrew to use. As a matter of principle, I have decided to return the product to you, as per your lifetime limited warranty instructions. I will enjoy the suspense of wondering whether I will receive the same item or an item of equal or better value. [Truth be told, I would prefer an item of equal or better value. But wouldn't we all?].

I can't imagine you receive many requests for corkscrew replacements. Who in the world would be fastidious enough to save the warranty instructions for a corkscrew?

I patiently await the resolution to this issue.

Yours,

mdog