**#2**

I have discovered some construction problems with the pool that you have built in our home. I have given you clear instructions regarding the depth and width of the pool. Being an experienced swimmer, I could tell that the pool was not built perfectly. Upon measurement, I just found that you did not follow my instructions. This is very devastating and dangerous at the same time.

Reasonable care should have been exercised while performing the construction work. I would like to request you to reconstruct the pool as per my instructions and refund me 5% of my money for the inconvenience you have caused.

**#3**

I got to hear some really good reviews about your construction and renovation work from my friends after which I decided to hire you for doing my kitchen. I am sure your work has been awesome, but I had my worst experience with you. The tiles that you have used in the kitchen have already started to crack. It has just been a month since we put up these tiles. The countertop marble lab has also come off. The poor quality of these materials indicates that you have used cheap quality products. This is against our construction contract.

I would like you to review your work and offer a quick solution to these problems.