

203-2195 W40th Avenue
Vancouver, BC V6M 1W4

July 5, 2016

Shure Canada
25 Bouchard Boulevard
Dorval, Quebec H9S 1A9

To whom it may concern,

I purchased a pair of Shure SE-215CL earphone from Amazon.ca in June 2015. I particularly ordered the clear (CL) model since it is designed in a way that I could see the copper wiring. This is an artistic feature that I appreciate and it adds a distinct appearance to the product. However, I have noticed the copper wiring slowly changing colour over the past few months and it has turned completely green this week. I went on a discussion forum and other users are experiencing the same problem. Apparently, the change of colour is due to the oxidization of copper. Had I been warned about this before the purchase, I would have ordered a different model instead. This is quite unfortunate because my earphone is now an eyesore to me. Will it be possible for me to return the earphone to you and get a replacement, preferably a different colour one?

I am a loyal customer of Shure, and over the years I have purchased a pair of Studio Headphones and a Digital Condenser Microphone from your company. I think the quality of your products is superb and I constantly recommend them to my friends. I hope in future you will inform consumers about the potential issue so that they can make an informed decision before each purchase.

Please let me know if my earphone can be replaced. I will be happy to provide a copy of my original invoice upon request. I can be reached at the above address or by email at darrenwongj@gmail.com.

Thank you for your attention in this matter.

Sincerely,

Darren Wong

Darren Wong