

Shure Canada
25 Bouchard Boulevard
Dorval, Quebec H9S 1A9

July 8, 2016

Darren Wong
203-2195 W40th Avenue
Vancouver, BC V6M 1W4

Dear Mr. Wong,

Thank you for your letter dated July 4, 2016.

I am sorry to hear that you have been having issues with your Shure SE-215 earphones. We have been receiving feedback from other customers concerning the same issue and we are committed to improving the product as needed. Please be assured that even though the colour of the wiring has changed, the sound quality of the earphones will not be affected.

Please note that Shure provides one year warranty on all of our products. Since your pair of earphones was bought in May 2015, the warranty has just expired and I regret to inform you that we will not be able to replace your earphones as requested. However, we are happy to provide you with a 20% discount code (WONGDIS20) for the purchase of your next Shure product. The discount code has no expiry date so you can take your time to browse our website and look for the most suitable product catered to your need and taste.

Mr. Wong, we appreciate you being a loyal customer. Please also know that we take your feedback very seriously and we will be sharing your experience with our technical team.

Once again, please accept my sincere apology and let me know if I can be of further assistance to you. I can be reached at johnsonp@shure.ca.

Thank you.

Sincerely,

Patrick Johnson

Patrick Johnson
District Customer Service Manager
Shure Canada