Edwin Wei Chen

2366 main mall

Vancouver, BC V6T 1Z4

March 12th, 2017

Dell Customer Support

155 Gordon Baker Road, Suite 501,

North York, ON M2H 3N5.

Dear Dell customer support team,

I purchased an Alienware 15 R3 gaming laptop on March 1st 2017 and it was delivered on March 8th 2017. I opened the box immediately upon receiving the laptop. It is truly an amazing piece of machine with great build quality and superb performance. However, one problem is there is significant light bleed on the lower left and right corner of the screen. The light bleed is especially noticeable when it is on a dark screen. It is unreasonable to me that such an expensive laptop come with a major defect on one of its most important part, it could have been a perfect machine. Could you kindly help to initiate the return process to return the laptop with a full refund?

I appreciate your help and I am very sorry I have to return the laptop.

Sincerely,

<Signature>

Edwin Wei Chen