Steven Lui

5959 Student Union Blvd, Vancouver, BC V6T 1Z4

July 21st, 2018

**Sony of Canada Ltd.**  
Head Office   
2235 Shepard Avenue East, Suite 700  
Toronto, ON M2J 5B5

Attention: Sony Technical & Product Service Support

Subject: Headphone impairment

I bought Sony WF1000X Wireless Noise Cancelling Headphones on the Sony website for 10 days. After using the headphone for 3 hours per day, the left headphone stopped working. At first 15 hours the headphones work perfectly fine. However, the headphone started to have some connections issues. The music stopped playing occasionally and the left and right headphone did not synchronize which made the whole user experience very unpleasant. Therefore, I am requesting for a full refund from your company because of the 30 days refund guarantee if the product is impaired.

I am looking forward for your reply. Please contact me at [luijinhung@hotmail.com](mailto:luijinhung@hotmail.com) if you need any other information.

Best regards,

*Steven Lui*

Steven Lui

July 23rd, 2018

Mr Steven Lui

5959 Student Union Blvd, Vancouver, BC V6T1Z4

Dear Mr. Lui:

Sorry to hear that our product caused your inconvenience. We will be sending full refund of the product WF1000X Wireless Noise Cancelling Headphones.

We make every effort to inspect our products before it leaves our facility. According to the 30 days refund guarantee, if our products are defective, you will be able to get a full refund. A full refund of ＄199 will be credited to your account. Addition to the full refund, we will be giving a $100 coupon for you due to the inconvenience caused by us. We are looking forward to see you again.

Sincerely,

Sony Technical & Product Service Support