

## Letter #1 - COMPLAINT LETTER

456 Balsam Street  
Vancouver, BC V6N 3T6

July 26, 2020

Vivian Baker  
XYZ Electronics  
1758 Main Street  
Vancouver, BC V2X 8T9

Subject: Defective HP Printer

Dear Ms. Baker,

As a regular customer at XYZ Electronics for more than two years, your courteous and knowledgeable staff have always offered outstanding customer service and great products. On May 10, 2020, I purchased a HP Officejet Pro 8610 printer from XYZ Electronics to print banners for my business.

The printer has worked well since I purchased it. Yesterday, the unit failed to print the banners I needed for a customer. Resetting the system and changing the cartridges did not solve the problem. As a result, I had to find a print shop to produce the banners for my customer. The banner produced by the print shop was not as sharp as what the HP Officejet Pro 8610 normally produces. As a result, I had to offer a sizeable discount to my customer.

Replacing the defective product with a brand-new printer would be much appreciated. A copy of the purchase receipt for the HP Officejet Pro 8610 printer is attached.

Thank you for reviewing my case. Looking forward to your timely reply on this matter. Please feel free to contact me for any questions at [joannayu9710@gmail.com](mailto:joannayu9710@gmail.com).

Respectfully,

[Signature]

Joanna Yu

Enclosure: Purchase Receipt

## Letter #2 - BAD NEWS ADJUSTMENT LETTER

XYZ Electronics  
1758 Main Street  
Vancouver, BC V2X 8T9

July 26, 2020

Joanna Yu  
456 Balsam Street  
Vancouver, BC V6N 3T6

Dear Ms. Yu,

Thank you for continuing to support XYZ Electronics and bringing the matter of your printer's defect to our attention. We are very sorry to hear about your unpleasant experience and would like to apologize for any inconvenience the HP Officejet Pro 8610 printer may have caused.

At XYZ Electronics, customer satisfaction is very important. Although the printer is no longer covered by XYZ Electronics' 60-Day No Hassle Guarantee, the printer can be repaired free of charge. To avail of this service, please bring in the printer to XYZ Electronics' product repair department within one year from the date of purchase. Our qualified technicians will do their best to address the issue.

Thank you again for reaching out to us. Your feedback is very much appreciated. Please feel free to contact me at [vivian.baker@xyzelectronics.com](mailto:vivian.baker@xyzelectronics.com) should you have further questions.

Respectfully,  
XYZ Electronics

[Signature]

Vivian Baker  
Sales Manager