

Pedraum Safarzadeh
111 Main Avenue
Vancouver, BC, V3B 5R7

March 20, 2018

Best Buy Canada
2220 Cambie Street
Vancouver, BC, V5Z 2T7

Dear Best Buy Management Team:

During your Boxing Day sale on December 26, 2017, I purchased the HP Pavilion x360 15.6" Laptop at the Cambie Street location. I am a frequent buyer at this location and the service I receive is always outstanding.

Unfortunately, I am starting to notice some issues with the laptop I had purchased. Programs run at a very slow speed and the battery runs out very quickly. I am disappointed because the laptop was advertised as having a high quality processor and an 8GB RAM system memory. However, after only a few months, the speed of the laptop gradually became slow even with only very few files saved in memory.

To resolve the problem, I would appreciate a full refund for the laptop. My purchase number is 5238650 and the serial number for the laptop is 2F125938R. I look forward to your reply and a resolution to my problem. Please contact me at the above address or by email at pspedraum@hotmail.com.

Thank you for your time and attention.

Sincerely,



Pedraum Safarzadeh