

Dear Sir/Madam,

I am writing to you to complain of the poor service I received from your company on November, 2016. I gave my notebook to a representative of Repair-Me company, Mr. Johnson, in his office on Elm Street.

I was waiting for Mr. Johnson one hour in office and there was no sign of apology when he arrived. Your representative was not properly clothed. His shoes were dirty and he smelled awful. Mr. Johnson then proceeded to ensure me my notebook is in good hands and your company and himself personally will solve all problems I had. I gave him my original box with bills, guarantee documents and my notebook charger. I signed the contract and left my notebook with all accessories there.

I was annoyed after fourth call to Mr. Johnson. He was always making excuses why my notebook is still not repaired, and how he had to book the motherboard from China to get my notebook fixed. I wasted a month waiting for Mr. Johnson to call me just to tell me he is not able to repair my notebook. He said he would send it to my current address. I agreed. On my surprise the notebook came in some cartoon box not similar to one I gave him and even without charger. When I called back he said he was sorry but they could not find my original box.

My impression of Repair-Me Company has been tarnished. Furthermore, Mr. Johnson's inability to repair my notebook and return all my equipment I gave him has meant that I had had to use lent notebook for month, which had cost me a lot of money, and after that I had to book a new charger because I cannot tell if Mr. Johnson will find mine.

I trust this is not the way Repair-Me Company wishes to conduct business with valued customers — I have heard about you from my friends and from reviews but this was not at all what I was expected. I would welcome the opportunity to discuss matters and options for compensation further and to learn of how you propose to prevent a similar situation from recurring. I look forward to hearing from you.

Yours faithfully,

*Mr. Smith*