Dear Thomas Hirsch,

I am writing to complain about the differences in received computer equipment and placed order. When we opened the package there were only 10 SSD drives instead of the 15 we bought. Moreover the manufacturer of this equipment is said to produce jury-rigged and weak hardware.

Our company paid for 15 top quality drives, but market value of goods we received is twice less. The entire amount has been credited to your account in advance.

In addition, we expect a swift and equitable solution. This equipment can not be installed inside our computers. We would like to return all disks to your company, and get entire amount of money back.

Yours sincerely

Michał Krzyszczuk

Dear Michał Krzyszczuk,

I am writing on behalf of SoftXYZ Company in relation to your complaint about the SSD drives you order and discrepancies in the order. Our worker had make a mistake during completing an order.

Your money was posted in our database, due to your request we will sent back the remittance to given account number. We ask you to send a confirmation of receipt of founds.

Our Company will pay all delivery cost. We suggest sending us an email when

Courier can order a package. Moreover we will send correct order as soon as possible. We would add to the order professional Antywirus software with no additional fee.

Once again, I hope you will accept my sincere apologies.

Yours sincerely

Thomas Hirsch