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October 29, 2025

Arion Samblasinio  
Padyak Corp.  
Holy Family, Bagumbayan  
Taguig City, Metro Manila, 1630

Subject: Formal Complaint: Defective Road bike Crank set – Order/Serial No. 000326497

Dear Mr. Samblasinio:

I am writing to file a formal complaint regarding a Crank set with a model of Shimano that I purchased on October 10, 2025, from your website Padyak.com. The order number, invoice number, or serial number is 00326497.

The product is defective because after I received it, it has a crack that will make it unusable for my road bike. I confirmed the problem on October 11, 2025. I am particularly disappointed because I needed this for an upcoming race and am now facing a delay. To resolve this issue, I am requesting a replacement unit, or a free and complete repair for the crank set that I purchased.

I expect a response detailing how you plan to resolve this matter within 5 business days of the date of this letter. If the issue is not resolved by that time, I will be forced to pursue a complaint. Thank you for your prompt attention to this urgent matter.

Sincerely,



MICHAEL ANGELO BILLONES