Josiah Nieves

41 Hepburn Rd.

Clifton, NJ 07012

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Gigabyte Technology Co. Ltd.

17358 Railroad St.

City of Industry, CA 91748

Dear, Sir or Madam

I am writing to inform you of my dissatisfaction with a recently purchased a GA-970A-DS3P ATX motherboard. I had the misfortune of having to return the board as a result of it being dead on arrival. If this was not enough the board that had been replaced was also dead on arrival. The customer support was helpful in trying to diagnose the problems I was having, but this held to no avail as the motherboard did not respond to any of the solutions offered. Responsive customer support is one of the reasons I chose to keep loyal to Gigabyte, but as of late I cannot afford mishaps like this.

I have had no problems in the past with Gigabyte motherboards and have used them in building my own computers. Not long ago I decided to start making computers for my friends and family and charging them for this service as a sort of side job. Regrettably my first customer had the poor experience of having to wait on the replacement of the board in order to complete his custom computer build.

I would ask that Gigabyte would make internal changes to make sure this doesn’t happen to other customers (as I’ve heard it has). As an enthusiast I love the way Gigabyte designs its motherboards, but I can’t afford to make other customers wait on replacement parts as well as gaining a negative impression of my skill in building computers.

I’m afraid this incident has made me wary of purchasing motherboards from this company and has forced me to switch to a more reliable manufacturer.

Sincerely,

Josiah Nieves