

Subject: Lenovo Ideapad 720-IKB Purchase Complaint

Dear Lenovo Customer Service,

I have recently purchased a Lenovo Ideapad 720-IKB laptop from one of your official resellers and I am having some issues with it. I don't mind the software issues, which were quickly resolved with your support team, but the more tangible ones lead me to believe that I've been given a refurbished unit instead of a new piece.

I am attaching all the documents regarding the purchase of the product and photographs as proof of the issues and would like to ask, what's the recommended course of action as I would prefer not paying the full price for a unit without extended warranty. If need be, I can send a more detailed list of issues.

Regards,
Lukáš Hozda