Our Ref :ZB23/QS1/23 Your Ref: RP 315/PM34/231

The Office Manager,

Dear Sir,

**COMPLAIN ON MULTIMEDIA PROJECTOR**

We received your letter last Friday, describing the problem with your Zion Multimedia projector while we believe, as you explained that electronic equipment should be built to last long that’s why we bace-up all our product with twelve months warranty.

From our record , your Zion multimedia projector is thirteen months, twelve weeks old as at the day we record your complain; and therefore out of warranty. However, we can still help please package from Zion projector carefully with all the accessories and bring it to our sales outlets headquarters at 25, Lee Brown street ,computer village, ikeja, Lagos.

Please include your complete name or organization as in the receipt, your phone number, contact address and brief description of the problem; along with a non refundable cheque of (₦5,500). After examining the unit, we will give you a written estimate of the needed parts and labor. Then just let you know either by phone or by filling out the prepaid form we will give you, to know whether you want us to make the repairs.

If you cheque to repair the projector, (₦2,000) out of initial (₦2,000) will be applied toward your bill, the balance for the repairs should be paid to our bank account . Also has service centers available in major cities , across Nigeria, including benin city. If you would prefer to take the unit to one of them, please see the enclosed list for their address.

Thanks again for enquiring about our service, I have enclosed a catalogue of our latest electronic equipment both for household used and office. Starting from the middle of next month to the end, Zion electronic is offering a 30% interest on all our product in the “expo” tagged “customer” is the the king, at which time you can receive 30% discount when you purchase new ones, we also give you bonus for product bought by new customer that comes through you.

Yours Sincerely,

Olawu, Wahab Babatunde

Marketing Manager.