**To:** complaintservice@darty.fr

**From:** [y.thomias@gmail.com](mailto:y.thomias@gmail.com)

**Subject:** Complaint

Dear Sir,

This email to inform you that the laptop I purchased last week is not working at all. The sales’ reference is 1567398.

The laptop is stuck in in the BIOS and keeps asking for a proper boot device. I have already tried to fix the problem with the hot-line and finally, they talled me to send a mail to the after sales service.

Regarding the price and the brand of this laptop I was expecting a state-of-the-art product. That is why I expect a total refund or an immediate replacement of the computer.

Please find attached the warranty and the invoice of the laptop.

Yours sincerely.